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September 2000 - June 2001

GOVERNMENT DOCUMENTS
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Working Together

Building a Quality Workforce

Employee Development Programs and Services for State and Local Government

Commonwealth of Massachusetts
Human Resources Division

http://www.state.ma.us/hrd/training

THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE DEPARTMENT
STATE HOUSE • BOSTON 02133
(617) 727-3600

ARGEO PAUL CELLUCCI
GOVERNOR

JANE SWIFT
LIEUTENANT GOVERNOR

August 2000

Dear Colleague:

We are pleased to present the FY 2001 Catalogue of training and development courses for state and municipal government staff. You will find a variety of programs and services in the areas of professional development and technology training that complement your own agency's specific training and development efforts. In a time of rapidly evolving technological change, it is more important than ever before that all Commonwealth employees possess the necessary skills to master these new technologies.

Our Administration recognizes the integral importance of strengthening the Commonwealth's human resources to facilitate doing business within state government in order to better serve the citizens of Massachusetts. We are committed to career development and training as high priorities in educating staff, especially in the areas of diversity in the workplace and technology. In addition to offering training at the six established Regional Training Centers, the Human Resources Division has added a new center at Cape Cod Community College in Barnstable to expand further the opportunities for employees to improve their skills.

We urge you to take advantage of the excellent and diverse programs and services offered by the Human Resources Division.

Sincerely,

Argeo Paul Cellucci

Jane Swift

THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE FOR
ADMINISTRATION AND FINANCE
STATE HOUSE • ROOM 373
BOSTON, MA 02133

ARGEO PAUL CELLUCCI
GOVERNOR

JANE SWIFT
LIEUTENANT GOVERNOR

STEPHEN P. CROSBY
SECRETARY

TEL: (617) 727-2040
FAX: (617) 727-2779

August 2000

Dear Fellow Employees:

I am happy to present the FY 2001 Human Resources Division Training Course Catalogue. It provides excellent management and staff training and development opportunities for state and local government employees. The HRD Training Group has worked closely with your Department Training Liaison Officer to identify and offer programs that are relevant to management and staff development needs at all levels of government, particularly in this time of rapid technological advancement. I encourage all employees, supervisors, and managers to take advantage of these high-quality training and development programs.

As government managers and employees, we are faced with the task of choosing the most efficient methods by which to provide superior services and programs to the citizens of the Commonwealth. Continuously enhancing our knowledge and skills is critical to our ability to meet this challenge as we move forward in a culture of technological change. The current economy in the Commonwealth, together with an educated and technologically proficient workforce, affords us the extraordinary opportunity to establish a position of leadership in the development and deployment of on-line government, and to provide more responsive service to all of our customers. I hope you will give serious consideration to advancing your skills in a meaningful way, which prepares all of us to meet the future needs of those we serve.

Thank you for the daily contributions you make in the workplace.

Sincerely,

Stephen P. Crosby
Secretary

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Fiscal Year 2001 Training Catalogue

The Commonwealth of Massachusetts

Human Resources Division

Publication No. 18404-116-16000-8/00-1.96 Condor

Approved by: Philmore Anderson III, State Purchasing Agent

QUICK COURSE REFERENCE

Basic Skills
Core Math Skills
Core Writing Skills
Reading/Writing in the Workplace

Coaching
Coaching for Top Performance
Coaching: Bringing Out the Best in Others

Communications Skills (individual and in a group)
Confronting Issues with Your Manager and Peers
Dynamic Communication
Effective Communication Skills
Effective Presentation Skills
Express Yourself: Presenting your Thoughts and Ideas/Proactive Listening
Giving and Receiving Constructive Feedback
Interpersonal Communication Skills
Public Speaking
Pulling in the Same Direction – Teamwork
Resolving Conflicts/Building Consensus
Speak Easy - Public Speaking
Workplace Communication

Job Specific Skills
Blueprint Reading
Challenge of Alzheimer's
CNA Safety: How to Deal with Nursing Home Resident Aggression
Conflict of Interest Seminar
Event Planning
How to Conduct a Needs Analysis
Interactive Video Systems for Conferencing & Instruction
Introduction to the RFR Process
Making Meetings Work
Prevention & Management of Aggressive Behavior in Nursing Home Residents
Professional Skills for Support Staff
Speed Reading Skills for Managers
Techniques of Interactive Video Use
Techniques of Teaching Adults
Understanding & Preventing Sexual Harassment in the Workplace: Train-the-Trainer; Manager; Staff
Work Organization

Diversity
American Sign Language I
Basic Workplace Portuguese
Basic Workplace Spanish I and II
Command Spanish ® for Corrections Officers
Command Spanish ® for Supervisors and Managers
Embracing Diversity
Implementing the Americans with Disabilities Act (ADA)
Language Skills for ESL Employees
Policies for a Barrier-Free Agency
Understanding Human Behavior

Customer Service
Achieving the Competitive Edge with Customer Service
Clarifying Customer Expectations
Customer Focus Certificate Program
Customer Relations
Going the Extra Mile with Customer Service
Quality: Through the Eyes of the Customer
Resolving Customer Dissatisfaction
Successfully Managing Irate Callers with Lasting Effects (SMILE)
Treating the Citizen as a Customer
Working with the Public

Interpersonal Skills
Assertiveness Training for People in the Workplace
Conflict Management
Creating Results Through Influence and Partnering
Dealing With Change
Dealing with Emotional Behavior
How to Handle Difficult People
How to Handle Disruptive People
Learning How to Increase Your Self-Esteem
Managing Time and Having It All
Managing You Priorities
Personal Strategies for Managing Stress
Stress Management
Team Building
Time Management/Stress Reduction
Violence Awareness, Prevention and Intervention Training
Working the Room like a Pro
Working with Difficult People

Management Skills
ABC's of Management
Advanced Supervisory Practices
Effective Management Control
Effective Performance Appraisal Process
EPRS "Hands On" for Supervisor & Manager
Intermediate Supervisory Practices
Supervising the Marginal Employee
Techniques of Supervision
Three Rs for Managers and Supervisors: Recognizing, Rewarding and Retaining Your Valuable Employees
Tier I: Making the Transition to Management
Tier II: Mid-Level Management Development
Tier III: Managing People in Public Agencies
Tier IV: Senior Executive Management Program

Personal Development
Career Planning for Support Staff
Career Planning: Strategies for Success
Creativity and Innovation for the New Millennium
Critical Thinking
Debt Free Workshop
Multiple Learning Styles
Myers-Briggs Type Inventory (MBTI)
Personal Strategies for Navigating Change/Influencing for Win-Win Outcomes
Resume Writing
Retirement Planning
Skills for Career Success
Taking Control with Time Management
Time Management for Maximum Return

Leadership Skills
Conflict Management
Basic Principles for a Collaborative Workplace/ The Leader in Each of Us
Effective Leadership Skills
Leading Self-Empowered Teams
Leadership Skills
Strategic Planning

Writing Skills
Business/Report Writing
Executive Writing
Grant Writing
Intermediate Writing
Report Writing

COMPUTER PROGRAMS

Web-Based Training (16 courses with 40 titles)

Basic Courses
Basic Computer Skills
PC for the Very Beginner
Introduction to Personal Computers
Introduction to Windows
Navigating MS Windows
Introduction to Linux

Excel
Introduction to Excel
Using the Computer for the Beginner Office Worker – Excel
Intermediate Excel
Advanced Excel
MS Excel (MOUS) Proficient and Expert
Excel Macros and Templates

Presentation
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PowerPoint for Effective Presentations
PowerPoint: How to Make Effective Presentations
Advanced PowerPoint
MS PowerPoint (MOUS) Proficient and Expert

Project Management
Introduction to MS Project

Internet
Introduction to the Internet
Conducting Research on the Internet
Using E-mail and the Internet
Introduction to Web Page Development
Introduction to MS FrontPage
HTML Authoring

Database Management
Introduction to Access
Intermediate Access
Advanced Access
Access Application Development
MS Access (MOUS) Proficient and Expert
Introduction to Access Queries, Tables, Forms and Reports

Word
Introduction to Word
Intermediate Word
Using the Computer for the Beginner Office Worker - Word
Advanced Word
MS Word (MOUS) Proficient and Expert
Word Merge

Desktop Publishing
Introduction to PageMaker
Introduction to Quark X-Press
Intermediate Quark X-Press

Information Management
Outlook

Technical
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XML: An Introduction
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Introduction to Oracle SQL
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Updating Support Skills from Windows NT to Windows 2000
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MESSAGE FROM THE PERSONNEL ADMINISTRATOR

(Inside Back Cover)

MISSION

HUMAN RESOURCES DEVELOPMENT FOR ALL GOVERNMENT EMPLOYEES

Human Resources Division—Training Group

The Human Resources Division (HRD) Training Group is pleased to present its annual course catalogue of programs and services. We endeavor to assist you in development of the potential, productivity and career satisfaction of all public employees.

Core Mission

As the Commonwealth's central training and development organization for state and municipal government employees, the Training Unit provides general skills training and consulting services in order to complement and enhance the resources of individual agencies and municipalities. Specialized training programs are targeted to all levels of the state workforce, including senior executives, managers, supervisors, professional, technical and support staff. This year, special emphasis has been placed on providing a range of computer training and other technology related services in order to prepare the workforce for the demands of the future.

Where We Are Located

Central Office:

Human Resources Division
One Ashburton Place, Room 1002
Boston, MA 02108
Telephone: (617) 727-3777, x582
Fax: (617) 727-4331
TTY: (617) 727-7583
E-mail: hrdtraining@hrd.state.ma.us

Regional Centers:

Cape Cod Community College, W. Barnstable and Hyannis
Holyoke Community College, Holyoke
Massachusetts Bay Community College, Framingham
Massasoit Community College, Brockton and Canton
Mount Wachusett Community College, Gardner
Northern Essex Community College, Haverhill
Quinsigamond Community College, Worcester

Our Partners:

Training is delivered in collaboration with the Commonwealth's Community College system, Brandeis University, Donahue Institute of the University of Massachusetts, J. F. Kennedy School of Government, Suffolk University, certified private training professionals selected from the statewide contract for Training and Organizational Development, and HRD Training staff. The Training Unit also administers two fellowship programs for attendance at Harvard's Kennedy School of Government and Suffolk University.

Organizational Goal:

HRD's training goal is to assist public agencies in the development of Departments' annual training plans. The central training programs and services are your primary source for general staff and management development.

MISSION

HRD Standard:

It is recommended that 1% of a Department's operating budget be allocated to training initiatives. This fiscal commitment will help provide a minimum of 30 hours of training per year for every employee.

Registration:

Departments are encouraged to submit registration requests for the entire semester.

Fall programs begin September 22, 2000.

Spring programs begin January 8, 2001.
The January - June 2000 schedule will be sent to DTLO's in November 2000.

Continuous Registration:
Program slots can be requested on a continual basis and will be accepted if space is available.

Executive Office for Administration and Finance

Stephen P. Crosby, Secretary
James J. Hartnett, Jr., Personnel Administrator

Training Group

Coleman S. Kelly, Training Director
Mary J. Leoney, Deputy Training Director
Jean M. Comparetti, Training Manager
Elizabeth Sullivan, Training Manager

Su san Almeida, Administrative Assistant II
Michael J. Carco, Technical Trainer
Jimmy V. Dieu, Registrar/PC Labs Supervisor
Sally M. Massaquoi, Administrative Secretary I
Elizabeth Moses, Program Coordinator II

NEW FEATURES

Regional Training Centers:

HRD has added Cape Cod Community College in West Barnstable as the seventh Regional Training Center. We've listed all available courses by location in the course schedule, so information on what you want, where and when you want it, is at your fingertips.

In addition to the Regional Training Centers, HRD is offering several Professional Development courses at North Shore Community College on the Beverly campus.

Customization:

Does your agency have specific training requirements? We will work with you to accommodate the unique mission of your agency, and to define and fulfill your training needs. We can provide training at your site or at one of our Training Centers. Contact any of our Regional Centers, or our central office at One Ashburton Place, Boston at 617-727-3777, x582.

HR/CMS and Information Warehouse Training:

The Human Resources/Compensation Management System (HR/CMS), the Commonwealth's new human resources and payroll system was implemented early in the year 2000. Instructor-led training for HR/CMS and the Information Warehouse will be offered for employees who will use the system. HR/CMS department liaisons will receive information about fall classes under separate cover. HRD's Training Group will manage all aspects of enrollment for this training.

Web-Based PC Courses:

Coming in Fiscal Year 01, we will be offering "anytime, anywhere" training via web-based training. Call us for more details. See page 72 for a description of these courses.

New Offerings:

PC Courses

- Introduction to Linux
- Conducting Research on the Internet
- A+ Technical Computer Training
- Introduction to AutoCAD 2000
- XML: An Introduction
- Introducing XML
- Introduction to Oracle SQL
- Oracle: PL/SQL
- Updating Support Skills from Windows NT 4.0 to 2000
- Windows 2000 Network & Operating System Essentials
- MS Exchange Server 5.5 Concepts & Administration

Professional Development Courses

- Achieving the Competitive Edge in Customer Service
- The Basic Principles for a Collaborative Workplace/The Leader in Each of Us
- Basic Workplace Portuguese
- Core Math Skills
- Challenge of Alzheimer's
- Clarifying Customers' Expectations
- Command Spanish® for Corrections Officers
- Command Spanish® for Supervisors and Managers
- Express Yourself: Presenting Your Thoughts and Ideas/Proactive Listening

NEW FEATURES

Professional Development Courses (continued)

- Interactive Video Systems for Conferencing and Instruction
- Managing Time and Having it All
- Reading/Writing in the Workplace
- Techniques of Interactive Video Use
- Three Rs for Managers and Supervisors: Recognizing, Rewarding and Retaining Your Valuable Employees

Videoconferenced Courses

- Core Math Skills
- Debt Free Workshops

Certificate Programs:

HRD Training is again offering Certificate Programs in the area of professional development. The programs are:

- American Management Association (AMA) Certificate in Management – This series of courses is offered by HRD in collaboration with Holyoke Community College, which is an authorized Extension Institute of the AMA.
- HRD - Suffolk University Management Series: "Increasing Your Career Success II" – This is a series of three (3) workshops on personal and professional development topics.
- Customer Focus Certificate Program – This is a four-session workshop series. The program focuses on strengthening your customer service skills to meet and exceed your customers' expectations
- HRD – UMass/Donahue Institute Tier II: Mid-Level Management Development Program – This is a five day program that enables participants to learn or refresh basic management skills and techniques.
- HRD – Brandeis University Tier III: Managing People in Public Agencies - This four day management program focuses on how to create conditions where all employees can thrive.
- HRD – Harvard University, J. F. Kennedy School of Government Tier IV: Senior Executive Management Program – This residential six day program focuses on developing policies and general management responsibilities of state and local executives.

Catalogue on the Internet:

You can get additional copies of the HRD Training Catalogue and find out what's new each month in HRD Training by accessing us on the Internet at:

http:// www.state.ma.us/HRD/training

Guides on the Internet:

You can access copies of the EPRS Supervisor's and Employee's Guides on the Internet at:

http:// www.state.ma.us/HRD/training

REGISTRATION PROCEDURES - NEW

Guidelines and Procedures for Registration

Participants:

Complete the "Participant Registration Form" (PRF) at the back of this catalogue. Use one form for each course requested. Duplicate the form as needed. Have your supervisor sign the form and send it to your Department Training Liaison Officer (DTLO). **State employees, you must include your Employee ID number which is printed on your pay remittance.**

Your DTLO will notify you once you are registered for a course and give you a copy of the PRF. If you do not receive the confirmation from your DTLO, please do not go to the class.

If you cannot attend a class for which you have been confirmed, notify your DTLO immediately so that a substitute can take your place. If you are a substitute sent in place of the registered employee, you must fill out the PRF including your name and Employee ID number (state employees only). The name of the registered employee you are substituting for must be on the PRF.

Department Training Liaison Officers:

When you receive signed Participant Registration Forms (PRFs) from employees, have them approved by your Fiscal Officer and make a copy for your records before sending them to HRD. PRFs will not be returned to you or your employees. Upon receipt of your PRFs, we will enter your program requests and forward a Confirmation Report to you. Carefully check the Confirmation Report and advise your employees of their status. The confirmation will show the names of the participants if they are confirmed to attend, or are waitlisted. Please distribute the copies of the confirmation to the employees.

Please instruct employees to notify you immediately if they cannot attend. A substitute can be sent in place of the registered employee. Substitutes must fill out the PRF, including his or her name and Employee ID number (state employees only) as well as the registered employee's name. **Substitutes must meet all course prerequisites**. Your department will be charged for courses for which you have confirmed registrations whether or not the employee is in attendance. If you have any questions, call the HRD Training Group at (617) 727-3777, ext. 582, or fax us at (617) 727-4331.

HRD Training:

HRD receives the Participant Registration Forms from the Department Training Liaison Officers and enters participant names for each course requested. DTLO's will be notified via email or fax whether participants are registered or waitlisted for the course. If a course is cancelled, HRD will send an e-mail to the DTLO and e-mail or call the registered participant to notify them of the cancellation.

At the end of each quarter, DTLOs will receive a Transcript Report listing the names of the employees from the agency who have attended our courses. The legend "NO SHOW" will appear on the agency report for absentees.

Attendance Information:

Most full day classes are scheduled to begin at 9:00 a.m. and end at 4:00 p.m. Half-day classes are usually scheduled from 9:00 a.m. to 12:00 noon or from 1:00 p.m. to 4:00 p.m. Please check the catalogue and schedules for start and end times. **Please arrive 15 minutes prior to the announced start time.**

REGISTRATION PROCEDURES - NEW

Special Accommodation Requests:

Participants, please include any special accommodations you require on your PRF and also inform your DTLO. With the support of your department, HRD will make every effort to accommodate your requests.

Special Group Pricing:

Computer Courses:
Agency dedicated training for any one computer course, except courses designated as "Technical" in the Computer Programs section, is available on a limited basis at a special rate of $80 per person per six (6) hour class for ten (10) or more participants from a single agency. An additional discount will be applied when an agency reserves 10 or more dedicated training classes. Customization of agency dedicated classes is an option.

Professional Development Courses:
Contact the HRD Training Registrar at (617) 727-3777, ext. 582 for information on special group pricing.

Extreme Weather Conditions:

All courses held in Boston will be cancelled when public high schools are cancelled. Courses held in Beverly, Brockton, Canton, Framingham, Haverhill, Holyoke, Hyannis, Gardner, W. Barnstable and Worcester are cancelled when **classes at the Community Colleges are cancelled**. Listen to local radio broadcasts, or call the school's information line for information on school closings. The information telephone number for each Community College is listed on the Regional Training Center pages.

DEPARTMENT TRAINING LIAISON OFFICER DIRECTORY

DEPARTMENT TRAINING LIAISON OFFICER DIRECTORY

Department Training Liaison Officers (DTLO's) are appointed to keep HRD informed about department training needs, to publicize HRD programs within their department, and to administer the program planning and enrollment procedures. Please contact your DTLO (listed below) to access the programs and services described in this catalogue.

MMARS DEPT. CODE	STATE GOVERNMENT DIRECTORY			
Executive Office for Administration and Finance				
ADD	Admin. Agency for Developmental Disabilities	Craig Hall	(617) 727-6374	x106
ALA	Division of Administrative Law Appeals	Patricia English	(617) 727-7060	
ANF	Exec Office for Administration & Finance	Helen Chin Schlichte	(617) 727-3777	x518
ATB	Appellate Tax Board	Carl Benanti	(617) 727-3100	
BGT	Fiscal Affairs Division	Barbara Aiken	(617) 727-2081	x411
BSB	Bureau of State Office Buildings	Tim Jackson	(617) 727-1100	x505
CAD	Mass. Commission Against Discrimination	Melanie Louie	(617) 727-3990	x226
CBO	Central Business Office	John Driscoll	(617) 727-8181	
CSC	Civil Service Commission	Brenda DiCesare	(617) 727-2293	
DCP	Division of Capital Asset Management	Jennifer Butler	(617) 727-4006	x342
DOR	Department of Revenue	Paula Scagliotti	(617) 887-5676	
GIC	Group Insurance Commission	William Hilliker	(617) 727-2310	x3018
HRD	Human Resources Division	Linda Lynn-Weaver	(617) 727-3555	x218
ITD	Information Technology Division	Annemarie Kates	(617) 973-0705	
LIB	State House Library	Joanne Swirbalus	(617) 727-2592	
ODR	Office of Dispute Resolution	Karen Sontag	(617) 727-2224	x308
OHA	Mass. Office on Disability	Michael Dumont	(617) 727-7440	x304
OSD	Operational Services Division	James Hyde	(617) 727-3390	
PER	Public Employee Retire Admin. Comm.	Caroline Carcia	(617) 666-4446	x905
TRB	Teachers' Retirement Board	Michelle M. Moumdjian	(617) 727-3661	x312
VET	Department of Veterans' Services	Maria Spiewakowski	(617) 727-3578	x104
Office of Consumer Affairs and Business Regulation				
ABC	Alcoholic Beverage Commission	Janet DeCarlo	(617) 573-7313	
CTV	Massachusetts Cable TV Commission	Donna Hardy	(617) 727-6925	
DOB	Division of Banks	Sheila Frackleton	(617) 956-1500	x570
DOI	Division of Insurance	Mary Carroll	(617) 521-7362	
DOS	Division of Standards	Charles Carroll	(617) 727-3480	
DPU	Dept. of Telecommunications & Energy	Gail Soares	(617) 305-3692	
EFS	Energy Facilities Siting Council	Donna B. Hardy	(617) 727-6807	
ENE	Division of Energy Resources	Peter Tiernan	(617) 727-4732	
MED	Board of Registration in Medicine	Susan Carson	(617) 727-3086	x310
REG	Division of Registration	Robert Stone	(617) 727-0100	
SCA	Office of Consumer Affairs & Bus Reg.	Brian Tame	(617) 573-7345	
SRC	State Racing Commission	Joseph VanDeventer	(617) 727-2581	x515
Department of Economic Development				
OIT	Massachusetts Trade Office	Elizabeth Bulman	(617) 367-1830	x8657
SEA	Department of Economic Development	Benay Carlino	(617) 727-8380	x306
Department of Education				
DOE	Department of Education	Audrey White	(781) 338-6110	
Executive Office of Elder Affairs				
ELD	Executive Office of Elder Affairs	Sheila Donahue-King	(617) 222-7421	
Executive Office of Environmental Affairs				
AGR	Department of Food and Agriculture	Mary Beth Burnand	(617) 348-4064	

DEM	Dept of Environmental Management	Johanna Zabriskie	(617) 348-4078	
ENV	Executive Office of Environmental Affairs	Thomasina Dyett	(617) 626-1162	
EQE	Department of Environmental Protection	Linda Chiaramonte	(617) 292-5508	
FWE	Dept. of Fisheries, Wildlife & Env. Law Enf.	Joan Benton	(617) 626-1557	
LLW	Low-Level Radioactive Waste Mgmt. Brd.	Karen Middleton	(508) 9475945	
MDC	Metropolitan District Commission	Joanne Rodriguez	(617) 727-9650	x230
SRB	State Reclamation Board	Margaret Havey	(617) 626-1715	

Executive Office of Health and Human Services

CHE	Soldiers' Home in Chelsea	Thomas Rose	(617) 884-5660	x100
DMA	Division of Medical Assistance	Stan Spack	(617) 210-5010	
DMH	Dept of Mental Health, Central Office	Ray Flannery	(617) 626-8108	
DMH	Taunton State Hospital	Joseph Lawlor	(508) 580-0800	x247
DMH	Central Mass. Area Office	Michael Bogosian	(508) 368-3394	
DMH	Northeast Area Office	Russell Riel	(978) 863-5074	
DMH	Cape Cod/Island Community	Joseph Lawlor	(508) 580-0800	x247
DMH	Metro South Area	Greg Enos	(508) 242-8270	
DMH	Western Mass Area	Harry Weinmann	(413) 587-6200	x473
DMH	Westboro State Hospital	Barbara Kane	(508) 616-2511	
DMH	Metro Boston Area	Susan Squiers	(617) 626-9284	
DMH	Southeastern Area Office	Joseph Lawlor	(508) 580-0800	x247
DMR	Department of Mental Retardation	Stephen Draft	(617) 727-5608	x7766
DPH	Department of Public Health	Joan Sullivan	(617) 624-5722	
DPH	Massachusetts Hospital School	Eugene Rivers	(617) 727-9655	x8311
DPH	Tewksbury Hospital	Daniel Sullivan	(617) 727-4610	x2458
DPH	Lemuel Shattuck Hospital	Donna Morin	(617) 522-8110	x178
DSS	Department of Social Services	Janet Fitzgerald	(617) 748-2313	
DYS	Department of Youth Services	Maria Cordero	(617) 727-7575	x342
EHS	Exec. Office of Health & Human Services	Juliette Regis	(617) 727-7600	x403
HCF	Division of Healthcare Finance & Policy	Evelyn Luna	(617) 988-3109	
HLY	Soldiers' Home - Holyoke	James Black, Jr.	(413) 532-9475	x147
MCB	Mass. Commission for the Blind	Patricia Harris	(617) 626-7403	
MCD	Mass. Commission for the Deaf	Lorraine Burns	(617) 695-7532	
MRC	Mass. Rehabilitation Commission	Philip LeBlanc	(617) 204-3758	
MRC	Mass. Rehab. Disability Determination	Robert Sullivan	(617) 654-7505	
OFC	Office of Child Care Services	Margy Cittadino	(617) 626-2032	
ORI	Office of Refugees & Immigrants	Claire McDonough	(617) 727-7888	x341
WEL	Department of Transitional Assistance	Joyce Taylor	(617) 348-5759	

Higher Education

BCC	Berkshire Community College	Donald Anders	(413) 499-4660	x244
BHC	Bunker Hill Community College	Tusi Gastonguay	(617) 228-2476	
BRC	Bristol Community College	Tafa Awolaju	(508) 678-2811	x2194
BSC	Bridgewater State College	Jane Thomas	(508) 697-1324	
CCC	Cape Cod Community College	Chet Yacek	(508) 362-2131	x4306
FRC	Framingham State College	Joseph Lopes	(508) 620-1220	
FSC	Fitchburg State College	Mary Scott	(978) 665-3172	
GCC	Greenfield Community College	Jean Battaglia	(413) 774-3131	x243
HCC	Holyoke Community College	Maureen Wildey	(413) 552-2219	
MAS	Massasoit Community College	Joseph Rucker	(508) 588-9100	x1550
MBC	Mass. Bay Community College	Laurie Taylor	(781) 237-1100	x3171
MCA	Mass. College of Art	Erin MacNeil	(617) 232-1555	x302
MCC	Middlesex Community College	Gary McPhee	(781) 280-3200	x3530
MMA	Mass. Maritime Academy	Francis E. Lynch	(508) 830-5000	x2002
MWC	Mt. Wachusett Community College	Sheila Sykes	(978) 632-6600	x112
NAC	Mass. College of Liberal Arts	Marilyn C. Truskowski	(413) 662-5598	
NEC	Northern Essex Community College	Katja Lavallee	(978) 556-3959	
NSC	North Shore Community College	Linda Day	(978) 762-4000	x4354
QCC	Quinsigamond Community College	Jay Foley	(508) 854-4415	
RCC	Roxbury Community College	Fay Naderi	(617) 541-5378	
RGT	Board of Higher Education	Carl Willis	(617) 727-7785	x234
SSA	Salem State College	Mary Kate Butler	(978) 542-6073	

STC	Springfield Technical Community College	Myra Smith	(413) 781-7822	
UMS	UMass-Dartmouth	Sharon Skeels-Connors	(508) 999-8060	
UMS	UMass/Training & Development	Linda Marchesani	(413) 545-1787	
UMS	UMass Boston	Beth Marshall	(617) 287-5150	
UMS	UMass Donahue Institute	Michael Palladino	(617) 367-8901	
UMS	UMass Medical Center	Sharon Shad	(508) 856-6097	
UMS	UMass Medical School	Beverly Leighton	(508) 856-3236	
UMS	UMass Lowell	Judith Zanni	(978) 934-3560	
UMS	UMass Office of the President	Chris Thillits	(617) 287-7020	
WOR	Worcester State College	Carol Faron	(508) 929-8666	

Department of Housing and Community Development

OCD	Dept. of Housing & Community Dev.	Carol Kurzman	(617) 727-7147	x237

Department of Labor and Workforce Development

BCA	Board of Conciliation/Arbitration	James Kelley	(617) 727-3466	x309
CBW	Corporation for Business, Work & Learning	Patricia Collyer	(617) 727-8158	x321
DES	Division of Employment and Training	Joan Folcik	(617) 626-5253	
DIA	Division of Industrial Accidents	Mary Guerin	(617) 727-4900	x227
EOL	Division of Apprentice Training	Jill Nelson-Dowd	(617) 727-3452	x105
EOL	Division of Occupational Safety	Jill Nelson-Dowd	(617) 727-3452	x105
EOL	Division of Workforce Development	Janice Fennell	(617) 727-6573	x106
EOL	MassJobs Council	Charles LaPier	(617) 727-7944	x179
JLM	Joint Labor/Management Committee	Angelica Wu	(617) 727-9690	
LRC	Labor Relations Commission	Edward Srednicki	(617) 727-3505	x329

Executive Office of Public Safety

AAB	Architectural Access Board	Deborah Ryan	(617) 727-0661	
BBR	Board of Building Regulations & Standards	Ann Marie Rose	(617) 727-3200	x663
CCJ	Mass. Committee on Criminal Justice	Marie Beckford	(617) 727-6300	x349
CDA	Massachusetts Emergency Management	Joan Roche	(508) 820-2000	x2018
CHS	Criminal Justice Systems Board	Martin Censullo	(617) 660-4600	
CJT	Criminal Justice Training Council	Charles Dunlap	(617) 727-7827	
CME	Office of the Chief Medical Examiner	Donna Bona	(617) 267-6767	x211
DFS	Department of Fire Services	Tom Abbott	(978) 567-3139	
DOC	Department of Correction	Terrance Kingman	(617) 727-5911	x108
DPS	Department of Public Safety	Dianne Wallace	(617) 727-3200	x613
DPS	Bureau of Special Investigations	Phyllis Caton	(617) 727-6950	x417
EPS	Executive Office of Public Safety	Edward Flynn	(617) 727-7775	x526
EPS	Statewide Emergency Telecom Board	Stephanie Pires	(781) 944-9113	x110
EPS	Governor's Auto Theft Strike Force	Pamela Surrette	(617) 727-0220	
HSB	Governor's Highway Safety Bureau	Maria Farrah-John	(617) 973-8900	x8901
MIL	Military Division	Gary Richards	(508) 233-6525	
MRB	Merit Rating Board	Diane S. Faverman	(617) 351-9603	
PAR	Mass. Parole Board	Kathleen Skerry	(617) 727-3271	x115
POL	Department of State Police	Shawn Givhan	(508) 820-2656	
RMV	Registry of Motor Vehicles	Theresa Kelly	(617) 351-9851	

Executive Office of Transportation and Construction

CTP	Central Transportation Planning Staff	Robin Mannion	(617) 973-7117
DPW	Massachusetts Highway Department	Connie Sorrentino	(617) 973-7409
MAC	Mass. Aeronautics Commission	Linda Williams	(617) 973-8882
TRP	Exec. Office of Transport. & Construction	Amornrut Harnpukdipatima	(617) 973-7126

Independent Commissions

BLC	Board of Library Commissioners	Barbara Glazerman	(617) 267-9400	x215
CPF	Office of Campaign & Political Finance	Margaret Muise	(617) 727-8352	
DAC	Disabled Persons Protection Commission	John Brown	(617) 727-6465	x129
ETH	State Ethics Commission	Anne Marie Quinlivan	(617) 727-0060	
IGO	Office of the Inspector General	Mary Beth Farrelly	(617) 720-2072	
OSC	Office of the Comptroller	Lauren Johnson	(617 727-5000	x230

Authorities

CNV	Mass. Convention Center Authority	Kathleen Arrigal	(617) 954-2237	
DFA	Mass. Development Finance Agency	Caroline M. Jean	(617) 727-8257	x105
MBT	Mass. Bay Transportation Authority	Christine Bond	(617) 222-5001	
MPA	Mass. Port Authority	Maria Gnerre	(617) 568-3918	
MTA	Mass. Turnpike Authority	Michael Lee	(617) 248-2864	
WRA	Mass. Water Resources Authority	George Denhard	(617) 788-4030	

Constitutional Offices

AGO	Office of the Attorney General	Diana LaRochelle	(617) 727-2200	x2035
ART	Massachusetts Cultural Council	Michael Nagle	(617) 727-3668	x323
GOV	Governor's Office	Theresa Dolan	(617) 727-5415	x300
LOT	State Lottery Commission	Elizabeth LaForest	(781) 849-5589	
LTG	Office of the Lieutenant Governor	Theresa Dolan	(617) 727-5415	x300
SAO	Office of the State Auditor	John Reeks	(617) 727-6200	x84
SEC	Office of the Secretary of State	Bobbi Baker	(617) 727-4918	
TRE	Treasurer and Receiver General	Michael O'Halloran	(617) 367-3900	x224
VWA	Mass. Victim Witness Assistance Board	Jessica Cruzatti-Flavius	(617) 727-0168	

Legislature

HOU	House Committee on Personnel and Admin.	Ellie Cohen	(617) 722-2582	
HWM	House Ways and Means	Kim Flores	(617) 722-2700	x8362
LEG	Joint Legislative Expenditures	Kevin Blanchette	(617) 722-2520	
SEN	Office of Senate President	Leverett Wing	(617) 722-1511	
SEN	State Senate	Robert Cawley	(617) 722-1212	

Judiciary

APC	Appeals Court	Daniel Thurler	(617) 725-8096	
BBE	Board of Bar Examiners	Karen Middleton	(617) 482-4466	
BBO	Board of Bar Overseers	Laurie Aaron	(617) 357-1860	
BER	Berkshire District Attorney	Elizabeth Keegan	(413) 443-5951	
BRI	Bristol District Attorney	Jo-Ann Rose	(508) 997-0711	
CJC	Commission on Judicial Conduct	Mark Signore	(617) 725-8050	
CMO	Clerk Magistrate's Office	Doug Sarnelli	(413) 781-8100	x2136
CPC	Committee for Public Counsel Services	Delores Mayes	(617) 988-8329	
CPI	Cape and Islands District Attorney	Sarah Dale	(508) 362-8113	
DAO	District Attorney's Office West	Dianne Bisi	(413) 452-1124	
EAS	Eastern District Attorney	Charles Grimes	(978) 745-6610	x121
MHL	Mental Health Legal Advisors Comm.	Laura Colby	(617) 338-2345	
MID	Middlesex District Attorney	William Butler	(508) 798-0826	
NFK	Norfolk District Attorney	Jennifer Calabrese	(781) 329-5440	x249
NOR	Northern District Attorney	Kenneth McBride	(617) 494-4079	
NWD	Northwestern District Attorney	Donna Dudkiewicz	(413) 586-9225	
PLY	Plymouth District Attorney	Donna Cruise	(508) 427-0579	
QCH	Quincy District Court	Thomas Martin	(617) 471-1650	x383
SJC	Supreme Judicial Court	Ronald P. Corbett, Jr.	(617) 557-1194	
SUF	Suffolk County District Attorney	Rachel Kimmich	(617) 619-4203	
TRC	Trial Court	Marilyn Wellington	(617) 742-8383	
WES	Western District Attorney	Ray Feyre	(413) 747-1013	x5000

Sheriff's Departments

BCS	Barnstable County Sheriff's Dept.	James J. Cummings	(508) 771-4080	
DCS	Dukes County Sheriff's Dept.	Roy Meekins	(508) 627-5173	
HSC	Hampshire County Sheriff's Dept.	David Burt	(413) 584-5911	
MCS	Middlesex County Sheriff's Dept.	James DiPaola	(617) 494-4400	
MSA	Massachusetts Sheriff's Association	Mariellen Fidrych	(617) 635-1100	x242
NCS	Nantucket County Sheriff's Dept.	Richard Bretschneider	(508) 228-7263	
PCS	Plymouth County Sheriff's Dept.	Patricia Crowell	(508) 830-6255	
SCS	Suffolk County Sheriff's Dept.	John O'Leary	(617) 635-1100	
SDB	Berkshire County Sheriff's Dept.	Carmern Massimiano	(413) 443-5820	
SDE	Essex County Sheriff's Dept.	Mark Cassola	(978) 750-1900	x310
SDF	Franklin County Sheriff's Dept.	John Swartz	(413) 774-4014	

SDH	Hampden County Sheriff's Dept.	Roz Canter	(413) 547-8000	x2181
SDM	Middlesex County Sheriff's Dept.-Billerica	Martin Gabriella	(978) 667-1711	x3253
SDN	Norfolk County Sheriff's Dept.	John Dunne	(781) 329-3707	x258
SDW	Worcester County Sheriff's Dept.	Larry Sullivan	(508) 854-1816	
STA	Training Facility Academy	Thomas M. Hodgson	(508) 996-6704	

MUNICIPAL TRAINING LIAISON DIRECTORY

This partial list of Municipal Training Liaisons is based on the growing number of local government departments participating in the Commonwealth of Massachusetts' training programs. If your department is not listed, please call your Personnel Department.

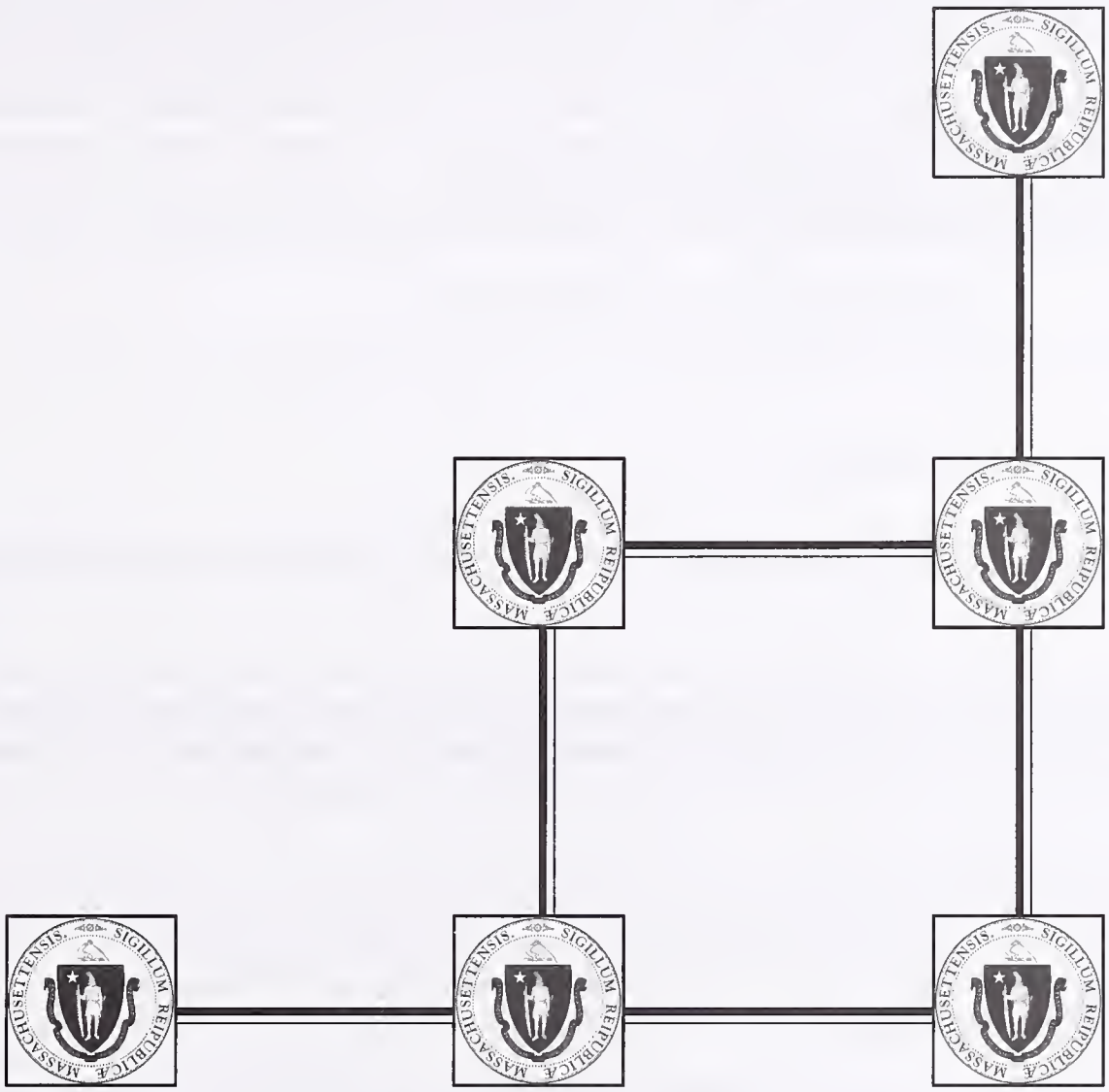
DEPT. CODE	LOCAL GOVERNMENT DIRECTORY - PARTIAL LISTING			
Municipal Police Departments				
BOS	Boston Police Department	Angelene Richardson	(617) 343-4300	
BOX	Boxborough Police Department	Steve Trevory	(978) 263-2628	
BOY	Boylston Police Department	Chief W. F. Perron	(508) 869-2113	
CAL	Carlisle Police Department	David Galvin	(978) 369-1155	
CAP	Cambridge Police Department	Gloria Amaral Pimentel	(617) 349-3331	
CAR	Carver Police Department	Chief Diane Skoog	(508) 866-2000	
CPD	Clinton Police Department	Lt. Joseph Casasanto	(978) 365-4111	
DED	Dedham Police Department	Lt. John J. Teti	(781) 326-8460	
DOV	Dover Police Department	J. G. Griffin	(508) 785-1130	
EBP	East Bridgewater Police Dept.	Chief John L. Silva	(508) 378-7225	
FAL	Falmouth Police Department	Captain Stephen O'Neil	(508) 457-2533	
FAR	Fairhaven Police Department	Donald Joseph	(508) 997-1344	
FPD	Framingham Police Department	Capt. Steven Carl	(508) 620-4926	
HOL	Holden Police Department	Sgt. Donald Ball	(508) 829-4444	
HPD	Holyoke Police Department	Sgt. Daniel Sudsbury	(413) 536-6432	x524
LEI	Leicester Police Department	Sgt. Jeffrey Tebo	(508) 892-7010	
LOW	Lowell Police Department	Kenneth Lavallee	(978) 937-3235	
MFD	Milford Police Department	Chief John Walsh	(508) 473-1113	
MLB	Millbury Police Department	Richard Handfield	(508) 865-3521	
MLT	Milton Police Department	Sgt. John Moriarity	(617) 698-3800	x127
NAT	Natick Police Department	Lt. Peter Mason	(508) 647-9512	
NEE	Needham Police Department	William Slowe	(781) 455-7570	
NPD	Northampton Police Department	Gerald LeVitre	(413) 584-0205	x116
SBY	Salisbury Police Department	Sgt. Kevin Pike	(978) 465-3121	
SDA	South Dartmouth Police Department	Dick Phillips	(508) 999-0773	
SHM	Stoneham Police Department	Lt. Joseph Del Rossi	(781) 438-1212	
SOM	Somerville Police Department	Lt. Michael O'Donnell	(617) 625-1600	x7275
SPD	Salem Police Department	Cindy Jerzylo	(978) 744-0171	x60
SPR	Springfield Police Department	Sgt. David McGibbon	(413) 787-6310	
STW	Stow Police Department	Chief Mark Prefry	(978) 897-4545	
WAL	Walpole Police Department	Chief Joseph Betro	(508) 668-1095	
WAY	Wayland Police Department	Chief Gerald J. Galvin	(508) 358-4808	
Municipalities				
ABI	Town of Abington	Gregory Doyon	(781) 878-0805	
ACT	Town of Acton	Charles Jones	(978) 264-9603	
AND	Town of Andover	Candace Hall	(978) 623-8530	
ARL	Town of Arlington	Donald Marquis	(617) 648-8525	
ASB	Town of Ashburnham	Mark Purple	(978) 827-4104	
ATT	City of Attleboro, Personnel	Robert Adams	(508) 223-2222	x3292
AUB	Town of Auburn	Roger Belchumer	(508) 732-7800	
AVO	Town of Avon	Emillie O'Loughlin	(508) 588-0414	
BAR	Town of Barnstable	Kathleen Hinckley	(508) 862-4694	
BED	Town of Bedford	Doreen Tremblay	(781) 275-0083	
BEL	Town of Belchertown	Gary Brougham	(413) 323-0403	
BEV	City of Beverly	Town Administrator	(978) 921-6015	
BLM	Town of Belmont	Melvin Kleckner	(617) 484-6502	
BOT	City of Boston, Training & Development	Dana Webber	(617) 635-3950	
BOU	Town of Bourne	Roland Dupont	(508) 759-0600	
BRA	Town of Braintree	Hector Rivera	(781) 848-1870	

BRG	Town of Bridgewater	David Canepa	(508) 607-0920	
BRK	Town of Brookline	Leslea Noble	(617) 730-2120	
BRM	Town of Brimfield	Town Clerk	(413) 245-4101	
BRN	Town of Berlin	Patricia Demers	(978) 838-2442	
BRO	City of Brockton	Maureen Cruise	(508) 580-7820	
BST	City of Boston/HR Office	Sonya Swift Leak	(617) 635-4600	x3377
BUC	Town of Buckland	Peter Otten	(413) 625-6330	
BUR	Town of Burlington	David Owen	(781) 270-1600	
CAM	Cambridge Dept. of Public Works	Ruth M. Mackiewicz	(617) 349-4834	
CAN	Town of Canton	William Friel	(781) 821-5000	
CCO	Town of Chicopee	Town Administrator	(413) 594-1466	
CHM	Town of Chatham	Thomas Groux	(508) 945-5105	
CHP	City of Chelsea, Personnel Department	Edward Ells	(617) 889-8294	
CRV	Town of Carver	Richard LaFond	(508) 866-3400	
DAL	Town of Dalton	David Rickard	(413) 684-6103	
DAN	Town of Danvers	Wayne Marquis	(508) 777-0001	
DDH	Town of Dedham	William Griffin	(781) 326-5838	
DEE	Town of Deerfield	David Nixon	(413) 665-2130	
DEN	Town of Dennis	Stephen Lombard	(508) 760-6112	
DRA	Town of Dracut	Dennis Piendak	(978) 452-1227	
DRT	Town of Dartmouth	Michael Gagne	(508) 999-0724	
DUN	Town of Dunstable	Walter Alterisio	(978) 649-7271	
EHP	Town of Easthampton	Patricia Papa	(413) 529-1466	
ELM	Town of East Longmeadow	Shirley Herrick	(413) 525-5400	
ESH	Town of Eastham	Sheila Vanderhoef	(508) 255-0333	
ESS	Town of Essex	Rolf Madsen	(978) 768-6531	
EST	Town of Easton	Kevin Paicos	(508) 230-3321	
EVE	City of Everett	Tony Cerino	(617) 394-2282	
FAH	Town of Fairhaven	Jeffrey Osuch	(508) 979-4025	
FCB	Town of Fitchburg	Town Administrator	(978) 345-9592	
FLM	Town of Falmouth	Christina Callahan	(508) 548-7611	x242
FOX	Town of Foxborough	Andrew Gala	(508) 543-1200	
FRA	Town of Franklin	Wolfgang Bauer	(508) 520-4949	
FRM	Town of Framingham	Robert Joy	(508) 620-4847	
GAR	City of Gardner	Town Administrator	(978) 630-4008	
GAY	Town of Gay Head	Audrey Jeffers-Mayhew	(508) 645-2305	
GBT	Town of Great Barrington	Town Administrator	(413) 528-1623	
GEO	Town of Georgetown	Sylvia Palandro	(978) 352-5755	
GLO	Town of Gloucester	Cindy Brewer	(978) 281-9742	
GRE	Town of Greenfield	Norman Thidemann	(413) 772-1560	
GRT	Town of Groton	Jean Kitchen	(978) 448-1111	
HAL	Town of Halifax	Charlie Seelig	(781) 293-7970	
HAR	Town of Hardwick	Sherry Patch	(413) 477-6197	
HAV	City of Haverhill	Mary Carrington	(978) 374-2357	
HLB	Town of Holbrook	Paul Mullane	(781) 767-4312	
HLD	Town of Holden	Brian Bullock	(508) 829-0226	
HLS	Town of Holliston	Paul LeBeau	(508)740-1234	
HNO	Town of Hanson	Joseph Nugent	(781) 293-2772	
HNV	Town of Hanover	Stephen Rollins	(781) 826-2691	
HPK	Town of Hopkinton	Theodore Kozak	(508) 497-9710	
HRV	Town of Harvard	John Petrin	(978) 456-4100	
HRW	Town of Harwich	Wayne Melville	(508) 430-7513	
HUD	Town of Hudson	Paul Blazer	(978) 562-9963	
HUL	Town of Hull	Phillip Lemnios	(781) 925-2262	
KNS	Town of Kingston	Patricia Whalen	(781) 585-0500	
LAK	Town of Lakeville	Beverly Pullano	(508) 947-3400	
LAN	Town of Lancaster	Alan Agnelli	(978) 365-3326	
LAW	City of Lawrence	Connie Carroll	(978) 794-5858	
LEN	Town of Lenox	Joseph Kellogg	(413) 637-5500	
LEO	City of Leominster	City Administrator	(508) 534-7551	
LEX	Town of Lexington	Richard White	(781) 861-2743	x277
LIT	Town of Littleton	Tim Goddard	(978) 952-2311	
LLL	City of Lowell	Kathryn Tierney	(978) 970-4105	

LON	Town of Longmeadow	Julie Whitlock	(413) 565-4110	
LUD	Town of Ludlow	Town Administrator	(413) 583-5600	
LYF	Town of Lynnfield	H. Joseph Maney	(781) 334-3126	
LYN	City of Lynn	City Administrator	(781) 598-4000	
MAL	City of Malden	City Administrator	(781) 397-7116	
MAN	Town of Mansfield	John D'Agostion	(508) 261-7370	
MAP	Town of Mashpee	Marilyn Farren	(508) 539-1408	
MAT	Town of Mattapoisett	Paul Lambalot	(508) 758-4100	
MAY	Town of Maynard	Michael Gianotis	(978) 897-1001	
MBH	Town of Marblehead	Anthony Sasso	(781) 631-0528	
MBR	Town of Marlborough	Charles Fran	(508) 460-3705	
MBY	Town of Millbury	David DeManche	(508) 865-9110	
MDB	Town of Middleborough	John Healy	(508) 946-2435	
MDE	Town of Medfield	Michael Sullivan	(508) 359-8505	
MDT	Town of Middleton	Ira Singer	(978) 777-3617	
MEF	City of Medford, Office of Human Diversity	Diane L. McLeod	(781) 393-2501	
MEL	City of Melrose	Marianne Long	(781) 979-4145	
MIF	Town of Milford	Louis Celozzi	(508) 634-2307	
MLN	Town of Milton	John Cronin	(617) 696-5603	
MLS	Town of Millis	Charles Aspinwall	(508) 376-8011	
MLV	Town of Millville	Mark Winer	(508) 883-1186	
MRI	Town of Marion	Ray Pickles	(508) 748-3550	
NAB	Town of North Attleboro	James Moynihan	(508) 699-0140	
NAD	Town of North Andover	Chris Liebke	(978) 688-9516	
NAN	Town of Nantucket	Nancy Oliver	(508) 228-7255	
NBF	City of New Bedford	City Administrator	(508) 979-1444	
NED	Town of Needham	Carl Valente	(781) 455-7530	
NEW	City of Newton	Leon Brathwaite	(617) 552-7037	
NHB	Town of Northborough	Barry Brenner	(508) 393-5040	
NHP	Town of Northampton	Tom Acquaro	(413) 587-1257	
NOW	Town of Norwood	John Carroll	(781) 762-1240	
NRA	City of North Adams	City Administrator	(413) 662-3046	
NRD	Town of North Reading	Thomas Younger	(978) 664-6010	
NRF	Town of Norfolk	Greg Balukonis	(508) 528-1408	
NRT	Town of Norton	Christopher McCabe	(508) 285-0230	
NRW	Town of Norwell	Annette Sexton	(781) 659-8000	
NTC	Town of Natick	Frederick Conley	(508) 647-6410	
NWB	Town of Newbury	Angie Machiros	(978) 462-2332	
NWP	City of Newburyport	City Administrator	(978) 465-4407	
OBL	Town of Oak Bluffs	Katie Nunez	(508) 693-5511	
ORL	Town of Orleans	John Kelly	(508) 240-3700	x415
PEA	City of Peabody	Cynthia King	(978) 532-3000	x310
PEM	Town of Pembroke	David Houghton	(781) 293-7211	
PPP	Town of Pepperell	Anita Tekle	(978) 695-3142	
PET	Town of Petersham	Dale Bull	(978) 724-6649	
PIT	City of Pittsfield	William F. Semanie	(413) 499-9340	
PLA	Town of Plainfield	Joseph Sabourin	(413) 634-5420	
PLH	Town of Plymouth	Patricia Flynn	(508) 830-4100	
PLM	Town of Plympton	Joseph Freitas	(781) 585-3220	
PRI	Town of Princeton	Jacquelyn Kelly	(978) 464-2100	
PRO	Town of Provincetown	Keith Bergman	(508) 487-7000	
QUI	City of Quincy	City Administrator	(617) 376-1065	
RAN	Town of Randolph	Paul Connors	(781) 961-0909	
RAY	Town of Raynham	Randall Buckner	(508) 824-2707	
REA	Town of Reading	Peter Hechenbleikner	(781) 942-9043	
REH	Town of Rehoboth	Lynn Cherico	(508) 252-3759	
REV	City of Revere	Rob Granese	(781) 286-8202	
RKL	Town of Rockland	Kevin Donovan	(781) 871-1892	
RKP	Town of Rockport	Russell Connor	(978) 546-6786	
ROC	Town of Rochester	Lorraine Roy Hawkes	(508) 763-3871	
ROW	Town of Rowe	Melissa Quinn	(413) 339-5520	
SAL	City of Salem	Elizabeth Rennard	(978) 745-9595	
SAU	Town of Saugus	Richard Carrillo	(617) 231-4111	

SCI	Town of Scituate	Richard Agnew	(781) 545-8741	
SHA	Town of Sharon	Benjamin Purtiz	(781) 784-1505	
SHH	Town of Southampton	Richard Allen	(413) 529-0106	
SHR	Town of Shrewsbury	Michael Hale	(508) 841-8508	
SLB	Town of Salisbury	Michael Basque	(978) 462-7591	
SMS	Town of Somerset	Arthur Marchand, Jr.	(508) 646-2800	
SOU	Town of Southborough	William Christensen	(508) 485-0710	
SPP	City of Springfield	Robert Shonak	(413) 787-6224	
STB	Town of Southbridge	Florence Chandler	(508) 764-5408	
STE	Town of Stow	William Wrigley	(978) 897-4514	
STG	Town of Stoughton	Phillip Farrington	(781) 341-1300	
STO	Town of Stoneham	Jeffrey Nutting	(781) 279-2600	
SUD	Town of Sudbury, Personnel Office	Terri Ackerman	(978) 443-8891	x386
TAU	City of Taunton	City Administrator	(508) 821-1024	
TEW	Town of Tewksbury	David Cressman	(978) 640-4488	
TOP	Town of Topsfield	Roberta Knight	(978) 887-1505	
TOW	Town of Townsend	Beverly Spencer	(978) 597-1700	
TYN	Town of Tyngsborough	Robert Griffin	(978) 649-2300	
UXB	Town of Uxbridge	James Foley	(508) 278-8600	
WAR	Town of Wareham	Patricia King	(508) 291-3100	x3119
WAT	City of Waltham	Brenda Capello	(781) 893-4040	x3115
WBF	Town of West Brookfield	Johanna Barry	(508) 867-1415	
WBW	West Bridgewater	Elizabeth Faricy	(508) 586-1394	
WCH	Town of Winchester	Brian F. Sullivan	(781) 721-7133	
WEY	Town of Weymouth	Michael Kelliher	(781) 335-2000	
WHI	Town of Whitman	Pamela Martin	(781) 447-7607	
WIN	Town of Winchendon	Lawrence Mellen	(978) 297-2766	
WKE	Town of Wakefield	Thomas Butler	(781) 246-6390	
WLB	Town of Wilbraham	Joan Paris	(413) 596-2859	
WLG	Town of Wilmington	Michael Caira	(978) 658-3311	
WLP	Town of Walpole	James Merriam	(508) 394-8300	
WLS	Town of Wellesley	Susan Adler	(781) 431-1019	
WLT	Town of Williamstown	Stephen Patch	(413) 458-9341	
WMB	Town of Williamsburg	Frederick Goodhue	(413) 268-8402	
WNB	Town of West Newbury	Marjorie Peterson	(978) 363-1100	
WOB	Town of Woburn	Jan Robbins Cox	(781) 932-4400	
WRC	City of Worcester	Dr. Elena R. Kyle	(508) 7991033	
WRE	Town of Ware	Donna Pulchtopek	(413) 967-4471	
WSB	Town of Westborough	Jodi Ross	(508) 366-3032	
WSF	Town of Westfield	Peter Martin	(413) 572-6207	
WSN	Town of Weston	J. Ward Carter	(781) 893-7320	
WSO	Town of Westford	Glenn Fratto	(978) 692-5515	
WSP	Town of West Springfield	Dennis Miles	(413) 263-3012	
WSR	Town of Westport	Robert Reed	(508) 636-1000	
WSW	Town of Westwood	Patricia Lanning	(781) 326-6450	x1028
WTP	Town of Winthrop	Virginia Wilder	(617) 846-1852	
WTT	Town of Watertown	Michael Driscoll	(617) 972-6465	
YRM	Town of Yarmouth	Robert Lawton	(508) 398-2231	

SPECIAL SERVICES AND PROGRAMS



SPECIAL SERVICES AND PROGRAMS

Statewide Training Contract

The Statewide Training Contract for Training and Organizational Development services provides a list of trainers who have been certified by the Commonwealth to deliver training to state and local government employees. It is a major resource for your department as it minimizes many of the time-consuming aspects of selecting, contracting with, and paying vendors for in-house training activities. The Training Contract also functions as a tool to provide consistent quality of service for training offered in the Commonwealth. Additional information about vendors can be found on the Internet under Training and Development Vendor Information, or by contacting the Operational Services Division (OSD) at (617) 720-3300.
Information regarding vendors on the Statewide Training Contract can be found at:

http://www.state.ma.us/HRD/training

Performance Recognition Program

The Human Resources Division coordinates the Commonwealth of Massachusetts Performance Recognition Program.

This program gives formal recognition to Commonwealth employees who make meaningful contributions, which distinguish them from their peers. These special awards focus attention on consistent, positive achievement by both individuals and teams of state employees, and recognize those who demonstrate: innovation and dedication in their work, concern for the public trust, and a commitment to excellence.

Awards are given in three categories:

- The Manuel Carballo Governor's Award for Excellence in Public Service
- The Commonwealth of Massachusetts Citation for Outstanding Performance
- The Certificate of Recognition

In addition, the Eugene H. Rooney Public Service Award is given to an employee or employees of the Commonwealth or one of its political subdivisions who have demonstrated excellence specifically in the field of Human Resources Development & Training.

Planning for the Performance Recognition Program and selecting winners is a year-long process, culminating in a dinner and ceremony to be held this year on Wednesday, September 27, 2000. **Irma Gutierrez**, Coordinator for this program, can be reached at **(617) 727-3777, ext. 506**.

SPECIAL SERVICES AND PROGRAMS

Commonwealth of Massachusetts - Harvard University/Bradford Fellowship Program for Excellence in Public Administration

Harvard University's John F. Kennedy School of Government and the Commonwealth of Massachusetts offer Executive Branch managers the opportunity to attend the University's Mid-Career Master in Public Administration Program.

The Mid-Career MPA Program is designed for experienced professionals who are college graduates, and who are dedicated to public sector management. This fellowship provides a unique means to pursue a well-recognized program of study, enhancing management and public policy analysis skills, which are so vital within this state government environment.

Information on the program and eligibility criteria is sent to Cabinet Secretaries, Agency Heads, Human Resources Directors and DTLO's in December.

Suffolk University/Commonwealth of Massachusetts Fellowship Program for Excellence in Public Administration

Suffolk University and the Human Resources Division offer Executive Branch managers and senior professional staff the opportunity to attend the Frank Sawyer School of Management, Master in Public Administration Program (MPA).

The MPA Program is designed for managers and senior professional staff who are college graduates. It provides the means for high performing employees to pursue a well-organized program of study to enhance management and public policy skills.

Information on the program and eligibility criteria is sent to Cabinet Secretaries, Agency Heads, Human Resources Directors and DTLO's in January.

State Ethics Commission

The State Ethics Commission conducts on-site seminars for state and county agencies as well as municipalities. Two courses being offered to public employees are the Conflict of Interest Seminar and the Advanced Conflict of Interest Seminar. In addition, the Ethics Commission will go anywhere in the Commonwealth, daytime or evening, to give a seminar. Although fees are not charged for the seminars, organizations are requested to provide copies of the educational materials for the attending audience. To arrange a seminar, please contact Public Education Secretary, **Pat McGilvray** at **(617) 727-0060**.

SPECIAL SERVICES AND PROGRAMS

Office of the Comptroller, Training Unit

The Training Unit at the Office of Comptroller offers a wide variety of training courses for state departments on a no-cost basis. Courses are designed to give managers and staff the skills necessary to manage and use the statewide financial, accounting and reporting systems. These systems include:

MMARS: Massachusetts Management Accounting and Reporting System & Information Warehouse
PCRS: Payroll Cost Reporting System

The Training Unit also provides Payroll Expenditure Policy training and Internal Control training for department staff. The Comptroller's Training Schedule is distributed twice a year (January and July) to MMARS Liaisons as well as to DTLO's. The Schedule gives a full description of all the classes as well as dates. The Schedule is also available on the Internet at:

http://www.osc.state.ma.us **(inside Magnet)**
or
http://www.state.ma.us/osc **(outside Magnet).**

Registrations are accepted only from MMARS Liaisons. To receive a Schedule, or for additional information, please call the **Comptroller's Training Unit at (617) 973-2303**.

Massachusetts Office of Dispute Resolution

The Massachusetts Office of Dispute Resolution (MODR) is a state agency providing mediation, training, facilitation, and other conflict management services, at reasonable rates, through partnership with private-sector practitioners. MODR custom designs programs for state agencies that seek to provide groups of their employees with training in the following areas:

- Introduction to Alternative Dispute Resolution (ADR)
- Negotiation Skills
- Mediation Skills
- Facilitation and Meeting Management

MODR's training programs are affordable and completely adaptable to the specific needs of an organization. For more information, please contact **Karen Sontag, Senior Training Specialist,** at **(617) 727-2224, ext. 21182.**

Office of the Inspector General - Massachusetts Certified Public Purchasing Official (MCPPO) Program

The Office of the Inspector General offers courses for state employees and local government officials to promote professionalism and excellence in procurement of commodities, services and construction. Individuals with requisite work experience can earn professional certification through the MCPPO program. MCPPO courses cover legal requirements for public contracts, procurement laws, contract administration, and other topics of interest to anyone involved in the procurement, administration, oversight or audit of public contracts. The classroom format of MCPPO courses includes lecture, group discussion, and hands-on exercises that apply knowledge and skills to practical problems.

The MCPPO Program has been authorized by the National Association of State Boards of Accountancy and by the International Association for Continuing Education and Training to offer CPE and CEU credits. In addition, MCPPO courses meet standards established by the American Council for Education to qualify for undergraduate and graduate college credit. Regular course offerings include State Contracting Overview, Design and Construction Contracting, and Supplies and Services. For more information, call **Anne Tierney at (617) 523-1205** or visit the website at http://www.state.ma.us/ig/ighome.htm.

SPECIAL SERVICES AND PROGRAMS

Tuition Remission Program

The Commonwealth's primary educational offering is a tuition remission program available to full-time **state** employees. The guidelines for the tuition remission program administered by HRD are as follows:

- Tuition Remission is available to full-time **state** employees, and their **spouses**, if at the time of application the employee has at least six months of full-time or equivalent part-time service with the Commonwealth. In case of a break in service, employees will be credited with previous service as long as the break has been less than three (3) years.
- 100% tuition remission shall apply to enrollment in a state-supported course or program at the undergraduate or graduate level at any State Community College, State College, or the University of Massachusetts (excluding the MD program at the University of Massachusetts Medical School).
- 50% tuition remission shall apply to enrollment in a non-state supported course or program offered through continuing education at any State Community College, State College, or the University of Massachusetts (excluding the MD program at the University of Massachusetts Medical School).
- HRD administers this program for eligible **state** employees and their **spouses** as follows:
    - managerial and confidential employees in the Executive Branch
    - all non-union employees of Constitutional Offices (Governor, Lieutenant Governor, Secretary of State, Attorney General, State Auditor, State Treasurer)
    - employees in the Executive Branch and the Attorney General's office covered in Units 1, 3 and 6 (NAGE), Units 2, 8 and 10 (Alliance), and Unit 9 (Moses).
- Other state employees should consult with their Chief Personnel Officer for applicable Tuition Remission policies and procedures. The Chief Personnel Officer is usually the Signatory Authority for the agency.

For additional information and eligibility, contact your Human Resources Manager or the Human Resources Training Group at (617) 727-3777, x581.

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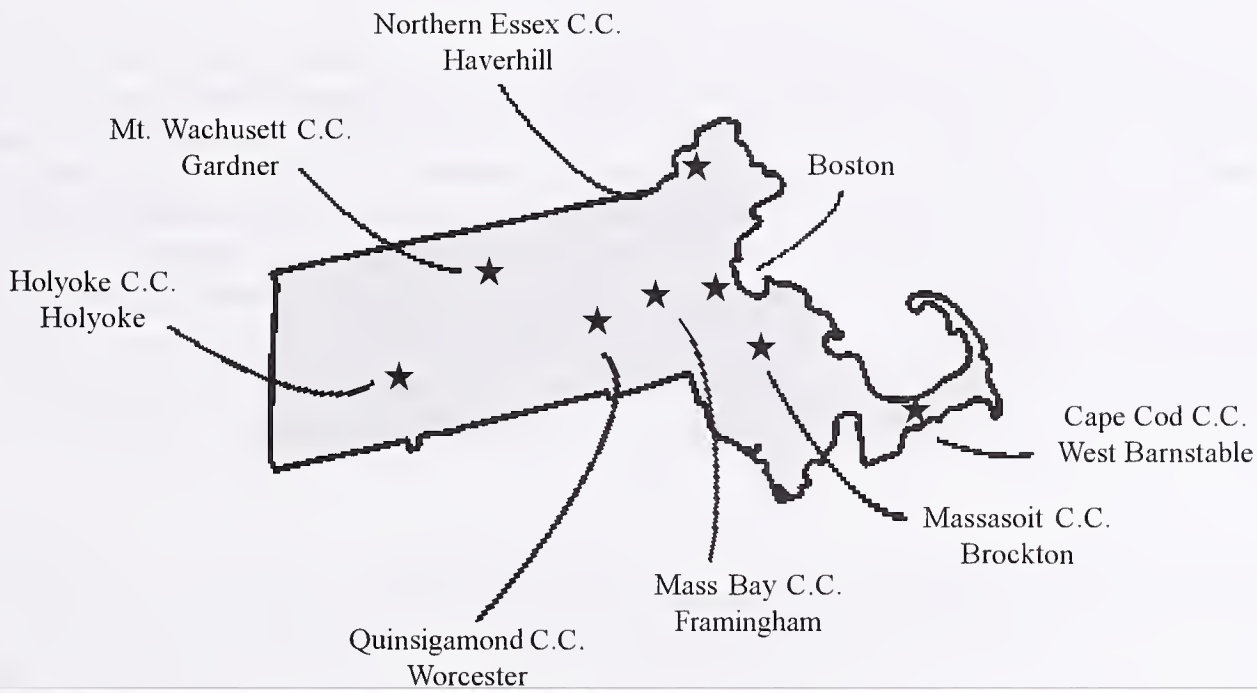
REGIONAL TRAINING CENTERS



REGIONAL TRAINING CENTERS

In continuing with the philosophy of providing training opportunities to public employees closer to where they live and work, the HRD Training Group has added a new Regional Training Center located at Cape Cod Community College in West Barnstable.

All the Regional Centers serve as umbrellas under which public employees have the opportunity to receive job-competency-based training. The Centers also help expand current training programs by serving as a link to the rich educational resources of the Higher Education system.

Directions to each regional center can be found on the following pages.

Community Colleges

Massachusetts Community Colleges are well positioned to be a resource for workforce training and retraining. Collectively, the state's fifteen Community Colleges offer thousands of courses ranging from business, computer science, engineering technology, health care and human services to liberal arts and science. Virtually every Massachusetts resident lives within a 25 mile radius of a Community College. Community Colleges can and do serve adults as well as traditional college-age students; more than half of all community college students are 24 years of age or older. Many are working adults who wish to acquire the skills needed to advance on a career ladder or to maintain their current employment in view of new applications of technology. All programs offered stress and reinforce the development of cognitive skills that are essential if workers are to be prepared to adapt to changes in the workplace.

REGIONAL TRAINING CENTERS

CENTRAL SITE – BOSTON

One Ashburton Place
McCormack State Office Building
Room 1002
Boston, MA 02108
Tel: (617) 727-3777
Fax: (617) 727-4331
Internet: http://www.state.ma.us/hrd/training

Classroom locations: 316, 519C, and 1002

Overview:

The HRD Training Group provides a wide variety of career-related professional development and computer training courses that are accessible to every public employee. Training is job-competency based to ensure that employees have the most current skills and knowledge necessary to meet the Commonwealth's goal of effective and efficient public service. The training programs can also be used to meet the personal development plans that are established for employees during annual job evaluations.

The central training site at One Ashburton Place, Boston has five training classrooms: four PC labs containing state-of-the-art equipment; a distance learning classroom and a large traditional classroom. The PC classrooms are located in room 316 on the 3rd floor, room 519C on the 5th floor, and two labs on the 10th floor in Room 1002. The large classroom and the distance learning classroom are both located on the 10th floor in room 1002.

Directions:

Take the MBTA to Park Street. Walk up Park Street towards the State House. Turn right onto Beacon Street. Turn left onto Bowdoin Street. Ashburton Place is one block down on the right.

New Course Offerings for Fall 2000:

Core Math Skills (This course will be videoconferenced from Framingham)
Debt Free Workshop (This course will be videoconferenced from Brockton and Haverhill)
Increasing Your Career Success II
Policies for a Barrier Free Workplace
MS Office for Beginners
PCs for Beginners
Introduction to Oracle SQL
Introduction to XML
MS Exchange Server 5.5 Concepts and Administration
Update Support skills from Windows NT 4.0 to Windows 2000
Windows 2000 Network and Operating System Essentials

REGIONAL TRAINING CENTERS

CAPE COD COMMUNITY COLLEGE

President Kathleen Schatzberg

2240 Iyanough Road
West Barnstable, Massachusetts 02668
(877) 846-3672
Inclement Weather Hotline: (508) 362-2131

Hyannis Center
250 Main Street
Hyannis, Massachusetts 02601
(508) 778-2221

Overview:

Cape Cod Community College is a place of personal discovery, enrichment, and professional development for those just beginning the quest and for those at many points along the path of higher education throughout life. It is a caring, comprehensive institution that belongs to the people it serves and responds to their individual and community needs. Students attending Cape Cod Community College are striving for personal excellence, and are finding it, day after day. Graduates of the College can be found in all levels of private business, the professions, and public service, and they excel at what they do.

For students seeking to lay a foundation for further study, there is no better place to begin than at Cape Cod Community College. In today's highly competitive market place, the well-prepared transfer student is the most aggressively recruited person in higher education. For many Cape Cod Community College graduates, that Associate Degree opens the door to institutions that were just not an option after high school. And, when you consider the savings in the overall cost of a four-year degree at either a public or a private university, starting at Cape Cod Community College becomes an incredible bargain that blends quality with unmatched value.

REGIONAL TRAINING CENTERS

CAPE COD COMMUNITY COLLEGE

Directions:

West Barnstable Campus:

From Boston and the South Shore: Take Rte. 93 South to Rte. 3. Following the signs for Cape Cod, drive approximately half-way around the rotary located at the end of Rte. 3 and drive over the Sagamore Bridge, onto Rte. 6, the Mid-Cape Highway. Take exit 6, bear left and turn left at the stop sign, traveling up Route 132 directly through a set of lights to the College entrance on the right.

From Central and Western Massachusetts: Find the most direct route to Rte. 495. As you enter Rte. 495, turn south and drive until that route becomes Rte. 25. Follow the signs for Cape Cod. Making no turns, follow Rte. 25 directly over the Bourne Bridge and to the rotary on the other side of the Cape Cod Canal. Follow the rotary approximately three-quarters of the way around and turn right. Follow Rte. 6A parallel to the Canal for approximately 6 miles and look for signs directing you up onto the Mid-Cape Highway (Rte. 6) to Hyannis. Follow Rte. 6 to exit 6, bear left and turn left at the stop sign, traveling up Route 132, directly through a set of lights, to the College entrance.

Hyannis Center:

From Route 6: Take exit 6 South to Hyannis on Route 132. Follow 132 South to Bearse's Way - the 2nd set of traffic lights (the Four Points Motel, formerly The Cape Codder, is on your right - a Gulf gas station is directly ahead). Take this right-hand fork and proceed south, straight through the Route 28 traffic lights to next fork in the road. This occurs about 1/2 mile beyond the lights and comes up shortly after passing the Hyannis East Elementary School on your right. As the main section of roadway curves left, continue straight ahead past the Kennedy Ice Arena. Continue straight through a four-way stop sign intersection and proceed to the set of traffic lights ahead. A 7-11 convenience store is on your left. Directly across the intersection, just to the left, you will see a large white cinder-block building with a sign at the top of its left corner stating "Cape Cod Community College".

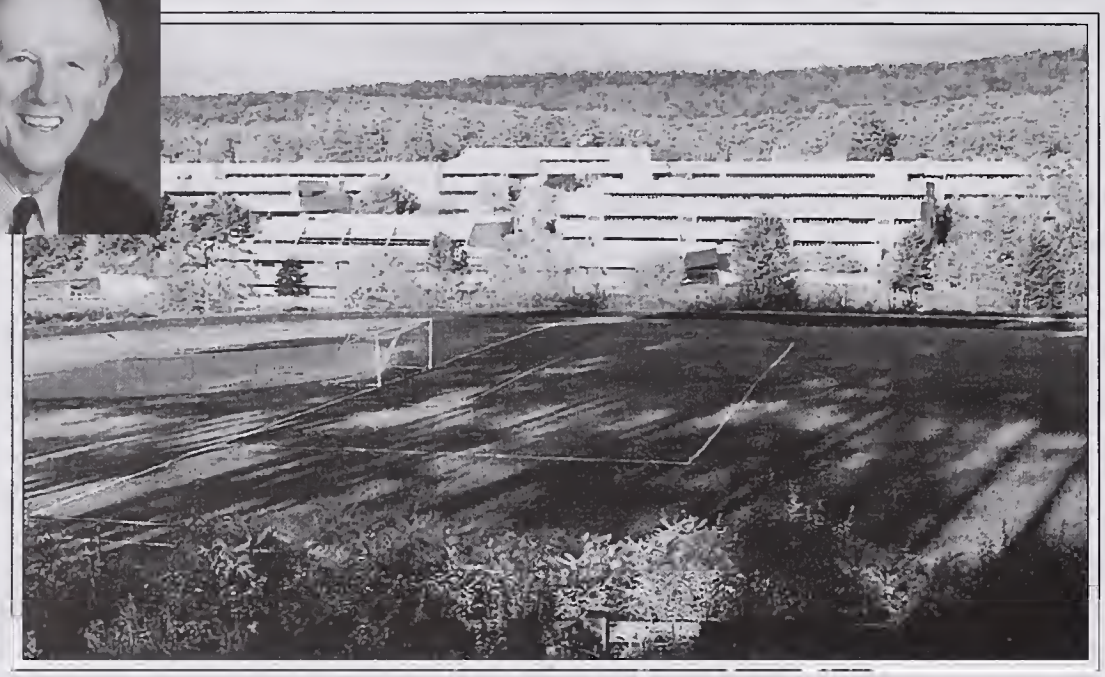
Course Offerings for Fall 2000:

American Sign Language
Basic Workplace Portuguese
Basic Workplace Spanish
Career Planning: Strategies for Success
Critical Thinking
Debt Free Workshop
EPRS: "Hands-on" for Supervisors and Managers
How to Handle Disruptive People
Myers-Briggs Type Inventory
Retirement Planning
Time Management/Stress Reduction
Access
Excel
Outlook
PowerPoint
Word
Introduction to Web Page Development

REGIONAL TRAINING CENTERS

HOLYOKE COMMUNITY COLLEGE

President David M. Bartley



303 Homestead Avenue
Holyoke, Massachusetts 01040
(413) 552-2506
Inclement Weather Hotline: (413) 552-2600, x1418

Overview:

Holyoke Community College's mission is to serve the Pioneer Valley by providing comprehensive, high-quality educational opportunities that are responsive to community needs and meet the intellectual, esthetic, and practical needs of a diverse student body. The College offers a full range of programs and services appropriate to a community college, as defined by the Massachusetts Board of Higher Education's system-wide community college mission statement. In addition, the College will continue to focus upon the following strengths that distinguish Holyoke Community College from other colleges.

Holyoke Community College is committed to career programs responsive to economic and social needs of the region. A wide-range of career-oriented programs in areas such as Business, Health, and Technology, are designed to prepare students to enter and advance in their chosen field. Through active collaboration with industry, government, and community groups, the College constantly increases the strength, currency and variety of its programs. All areas of study provide a basis for transfer, since all programs include a common core of courses designed to expose students to diverse fields of knowledge.

As a learning-centered institution, the College encourages and supports a contemporary assortment of instructional strategies. These include interdisciplinary courses, Learning Communities, experience-based education, community service learning, self-paced learning, web-based instruction, distance learning and the use of instructional technology in a full range of subjects and at instructional levels ranging from pre-college to honors level offerings.

REGIONAL TRAINING CENTERS

HOLYOKE COMMUNITY COLLEGE

Directions:

From the North: Take I-91 South to exit 16. Right onto Cherry St. (Rt. 202). Left at first light onto Homestead Ave. and then right at flashing yellow light.

From the South: I-91 North to exit 16. Left onto Cherry St. (Route 202). Left at first light onto Homestead Ave. and then right at flashing yellow light.

From the East: Take the Massachusetts Turnpike (Route I-90) West to exit 4 (I-91). Take I-91 North to exit 16. Left onto Cherry St. (Rt. 202). Left at first light onto Homestead Ave. and then right at flashing yellow light.

From the West: Take the Massachusetts Turnpike (I-90) East to exit 4 (I-91). Take I-91 North to exit 16. Left onto Cherry St. (Route 202). Left at first light onto Homestead Ave. and then right at flashing yellow light.

New Course Offerings for Fall 2000:

Coaching for Top Performance
Dealing with Change
Going the Extra Mile with Customer Service
Speak Easy – Public Speaking
Working the Room Like a Pro – Presentation Skills
Introduction to MS FrontPage
Microsoft Office User Certification Prep Courses
Access, Excel, PowerPoint, Word

REGIONAL TRAINING CENTERS

MASSACHUSETTS BAY COMMUNITY COLLEGE

President Lindsay D. Norman

Framingham Campus

19 Flagg Drive
Framingham, Massachusetts 02181
(508) 875-5300
Inclement Weather Hotline (508) 270-4000

Overview:

Chartered in 1961, Massachusetts Bay Community College is an open-access two-year public Institute serving the Boston MetroWest region of the Commonwealth. Mass Bay is regionally accredited by the New England Association of Schools and Colleges (NEASC) as well as by more than a dozen program accrediting agencies. The College annually serves nearly 8,000 credit, non-credit, training and community service/ continuing and professional education at its two full-service campuses in Wellesley Hills and Framingham.

The primary programmatic mission focus of Mass Bay is on advanced technology and health sciences, with strong liberal arts and business programs. The College offers over sixty associate degrees and certificates. Mass Bay is nationally recognized for its Advanced Technology Center, which houses world-class technology and health science related laboratories including the only METI Human Patient Simulator in New England.

The College offers a variety of professional development workshops through the Center for Business and Industry, IBM Education Center, the Center for Clinical Excellence, Professional Certification Programs, Chalkier Education and Training Programs, and community enrichment seminars through their Continuing and Professional Education Division.

Mass Bay also sponsors Concert/Lecture series featuring local and national groups and individuals of interest. The Juliani Gallery at the Wellesley Campus features exhibits of regional artists. Wellesley is also the home of Lyric West Theater and Wellesley Symphony Orchestra. The Framingham Campus has a new alliance with MetroWest Youth Symphony Orchestra (MetYSO) and the All About Us Children Theater.

REGIONAL TRAINING CENTERS

MASSACHUSETTS BAY COMMUNITY COLLEGE

Directions:

From Boston and Points East: Take Route 128 to Route 9 West. Take Route 126 South (Concord Street) exit. Follow Route 126 for approximately ½ mile. Turn right onto Normandy Street; proceed to the end of the drive. The College is on the right, at the corner of Normandy Road and Flagg Drive.

From Points West: Take Route 9 East. Take Route 126 South (Concord Street) exit. Follow Route 126 for approximately ½ mile. Turn right onto Normandy Road; proceed to the end of the drive. The College is on the right, at the corner of Normandy Road and Flagg Drive.

By Public Transportation: Go to Back Bay Station and board the Framingham commuter rail. Departs South Station at 7:35 am arriving in Framingham at 8:17 am. Fare is $3.25 each way. Get off at Framingham stop. Walk across tracks to the park and board either Lift Bus #2 or #3. Fare is $1.00.

New Course Offerings for Fall 2000:

Core Math (Videoconferenced to Boston)
Critical Thinking
Customer Relations Certificate
Interactive Video Systems for Conferencing and Instruction
A+ Technical Computer Training
How to Make Your Boss Look Good – PowerPoint
Using the Computer for the Beginning Office Worker – Excel
Using the Computer for the Beginning Office Worker – Word
Microsoft Office User Certification Prep Courses:
    Excel and Word

REGIONAL TRAINING CENTERS

MASSASOIT COMMUNITY COLLEGE

President Robert R. Rose

Massasoit Conference Center
Crescent Street-Route 27
Brockton, Massachusetts 02402
(508) 588-9100
Inclement Weather Hotline: (508) 588-9100, x1041

Professional Development Center
900 Randolph Street
Canton, MA 02021

Overview:

Massasoit Community College, founded in 1966, is a state supported, comprehensive two year college that offers a quality education leading to Associate Degrees in Arts and Sciences, as well as one year certificate programs. Our career and transfer programs provide students with a wide variety of educational opportunities that prepare them for life, leadership and work. With two campus settings in Brockton and Canton, the college allows for limitless options in a variety of Liberal Arts, Allied Health, Engineering Technologies and Business fields of study. The college also offers, through the Division of Workforce Development and Community Education, custom designed credit and non-credit courses as well as community service programs to meet the workforce, social, and personal needs of the community.

The *Professional Development Center* is a division of Massasoit Community College with convenient locations in Canton and Brockton. The Center prides itself on offering cost-effective, customized programs in response to the training needs of the businesses, industries, and communities in Southeastern Massachusetts. Whether on or off site, Massasoit's team of dedicated professionals is ready to bring decades of experience in training and instruction to you and your staff. The Professional Development Center uses real-world, hands-on training and development methods for our software workshops. The approach virtually guarantees that you and your staff will return to the office ready to put your new and upgraded skills to work.

REGIONAL TRAINING CENTERS

MASSASOIT COMMUNITY COLLEGE

Directions to Brockton:

From Boston: Take the Southeast Expressway to Route 128 North, to Route 24 South. Take the Route 123 - Brockton exit (VA Hospital) and follow the signs to Massasoit Community College. The Conference Center is on the left on Route 27, next to Christo's restaurant.

From Cape Cod: Take Route 495 North to Route 24 North. Take the Route 123 - Brockton exit (VA Hospital) and follow the signs to Massasoit Community College. The Conference Center is on the left on Route 27, next to Christo's restaurant.

From Western Mass: Take Route 2 East or Route 90 East (Mass Turnpike) to Route 495 South to Route 24 North. Take the Route 123 - Brockton exit (VA Hospital) and follow the signs to Massasoit Community College. The Conference Center is on the left on Route 27, next to Christo's restaurant.

By Public Transportation: From Boston area, go to Ashmont Station on the Red Line. Board the BAT bus to Brockton. Once in Brockton, board the #6 - Massasoit via Crescent Bus.
From south of Boston, go to Quincy Station and take the bus to Crawford Square and then connect to the BAT bus.

Directions to Canton:

From Boston: Take the Southeast Expressway to Route 128 North, to exit 2A, Route 138 South. Proceed to the second traffic light and turn left onto Randolph Street. Massasoit is approximately 1 mile on the left. Turn left into the driveway and follow the signs to the Professional Development Center at the rear of the building.

New Course Offerings for Fall 2000:

Blueprint Reading
Command Spanish for Corrections Officers
Command Spanish for Supervisors and Managers
Conflict Resolution
Core Math Skills
Debt Free Workshop (This course will be videoconferenced to Boston)
Embracing Diversity
Grant Writing
Language Skills for ESL Employees
Reading/Writing in the Workplace
Introduction to AutoCAD 2000
Intermediate Excel
Intermediate Word
Microsoft Office User Certification Prep Courses:
Excel, PowerPoint, Word

REGIONAL TRAINING CENTERS

MOUNT WACHUSETT COMMUNITY COLLEGE

President Daniel M. Asquino

444 Green Street
Gardner, Massachusetts 01440
(978) 632-6600
Inclement Weather Hotline: (978) 632-6600 – Dial 1, then 6

Overview:

The mission of Mount Wachusett Community College is to provide academic preparation for transfer to four-year institutions, career preparation for entry into high demand occupations, developmental courses to prepare students for college level work, and retraining and lifelong learning opportunities. The college, located in beautiful North Central Massachusetts, is committed to excellence in instruction, open access, affordable costs, and to providing responsive, innovative, educational programs of high quality.

The college offers a campus climate that respects the ideas, values, perspectives, and contributions of a culturally diverse community. It provides academic and personal support services to assure that all students have a realistic opportunity to achieve academic and career success.

In addition to Associate Degree and Certificate programs in several fields including Nursing, Business Administration and Plastics Technology, Mount Wachusett is offering degrees in Business Administration, Criminal Justice and Human Services through distance learning.

The college has developed a Management Institute that is offering Certificates in Management and Human Resources Management, as well as a three-day Executive Management seminar focusing on the role of presidents and chief executive officers.

REGIONAL TRAINING CENTERS

MOUNT WACHUSETT COMMUNITY COLLEGE

Directions:

From Boston and Points East: Take Route 2 West to Route 140 North, exit 24B, in Westminster. Proceed through two traffic lights; take a left after the second light onto Matthews Street.

From Western Massachusetts: Take Route 2 East to Route 140 North, exit 24, in Westminster. Turn left at the exit ramp; proceed through two traffic lights; take a left after the second light onto Matthews Street.

From Points South: Take either I-90 or Route 140 North from Worcester.
From I-90 North: Take Route 2 West to Leominster. Proceed toward Westminster to Route 140 North, exit 24B. Proceed through two traffic lights; take a left after the second light onto Matthews Street.

From Route 140, Heading North from Worcester: Take the Route 2 West exit in Westminister. Go west on Route 2 for one mile; take Route 140 North, exit 24B. Proceed through two traffic lights; take a left after the second light onto Matthews Street.

Parking Direction: Go to Visitor Parking lot.

New Course Offerings for Fall 2000:

Challenge of Alzheimer's
Changing Workplace
Communication Skills for Customer Service
Debt Free Workshop
How to Manage Difficult People
Managing Priorities
Understanding Human Behavior
Introduction to Windows 2000
Access 2000
Introduction to Access Forms & Reports
Introduction to Access Tables
Introduction to Access Queries
Introduction to Linux
How to Make Your Boss Look Good - PowerPoint

REGIONAL TRAINING CENTERS

NORTHERN ESSEX COMMUNITY COLLEGE

President David Hartleb

100 Elliott Way
Haverhill, Massachusetts 01830
(978) 556-3000
Inclement Weather Hotline: (978) 556-3002

Overview:

With campuses in Haverhill and Lawrence, Northern Essex Community College (NECC) offers over 80 associate degree and certificate programs, as well as hundreds of non-credit courses designed for personal enrichment and professional growth. Close to 8500 students from all walks of life and cultural backgrounds attend Northern Essex.

In a typical classroom, students coming directly out of high school sit side by side with homemakers, retirees, and professionals. This sense of community is further enhanced by our faculty and staff who are dedicated to providing a supportive learning environment that respects the unique needs of each individual.

In addition, NECC's Center for Business and Industry provides customized training and consulting programs for companies and their respective workforces throughout the Merrimack Valley. These services are provided on campus or on-site and are designed to meet the workforce and economic development needs of the region.

REGIONAL TRAINING CENTERS

NORTHERN ESSEX COMMUNITY COLLEGE

Directions:

NECC's Haverhill Campus is located at exit 52 of I-495. Major roadways connecting with I-495 are I-93 from the north and south, and I-95 from the south.

From Boston: Take I-495 toward Lawrence.

From I-495: Take exit 52. At the end of the ramp, take Rte. 110 towards Haverhill. Elliott Way is the first left immediately after the I-495 on-ramp. Follow Elliott Way approximately 1/4 mile. The main entrance to the campus is on the left.

On Campus: Once you enter the campus, turn left and pass Bldg. F (Student Center) on your right. Then turn right and proceed past Bldg. A (Bentley Library) and Bldg. B (Applied Science), both on your right. After Bldg. B, **Parking Lots #4 through #6** will be on the left. From parking in Lot #4, walk across the street and follow the steps or ramp down to the quadrangle. The HRD training rooms are in Bldg. B and Bldg. E (adjoining buildings to your right forming an "L" shape). Enter the first floor doors where the two buildings meet. The HRD training rooms (B106 and E160) are located on either side of this entry.

New Course Offerings for Fall 2000:

Core Math Skills
Interpersonal Communication Skills
Learning How to Increase Your Self-Esteem
Resolving Conflict/Building Consensus
Three Rs for Managers and Supervisors: Recognizing, Rewarding and Retaining your Valuable Employees
Time Management for Maximum Return
Basic Computer Skills
PowerPoint for Effective Presentations

REGIONAL TRAINING CENTERS

QUINSIGAMOND COMMUNITY COLLEGE

President Sandra L. Kurtinitus

670 West Boylston Street
Worcester, Massachusetts 01606
(508) 854-4308
Inclement Weather Hotline: (508) 854-4545

Overview:

Quinsigamond Community College is committed to providing opportunities to meet the diverse educational needs of adult citizens in the Commonwealth. These opportunities are offered in the belief that an open, stimulating, and supporting environment is essential to individual development. Quinsigamond strives to achieve such an environment by developing programs, services, and policies that seek to reduce social, psychological, geographic, and financial barriers to learning.

Quinsigamond Community College endeavors to meet the region's educational needs through a comprehensive selection of career, transfer, and enrichment courses and programs. Nearly 50 Associate Degree and Certificate programs as well as a myriad of short-term training courses and workshops reflect the needs of the community we serve. The college also provides specialized, on-site training programs tailored to the specific needs of particular companies and organizations. For thirty-five years, Quinsigamond College has provided opportunities for a first-rate education and personal growth to thousands of men and women. We offer opportunities to prepare for both immediate entry and continuing advancement in a career field, opportunities to transfer to bachelor's level programs at four-year colleges and universities, and opportunities for lifelong personal and cultural enrichment.

Quinsigamond has been making a difference in the lives of people for over three decades. Quinsigamond can make an important difference in your life.

REGIONAL TRAINING CENTERS

QUINSIGAMOND COMMUNITY COLLEGE

Directions:

From Boston or East of Route 495: Take the Massachusetts Turnpike to Route 495 North. Proceed on Route 495 North to Route 290 West. Continue on Route 290 West to Route 190 North. Exit onto Route 190 North to exit 1, West Boylston Street – North. It is 1 mile to campus (on right).

From Lowell or North: Take Route 495 to Route 2 West Route 2 to Route 190 South. Take Route 190 South to exit 4, West Boylston Street - South. It is 1 ½ miles to campus (on left).

From Springfield or West: Massachusetts Turnpike to Route 290 East. Take Route 290 East to Route 190 North. Take Route 190 North ½ mile to exit 1 West Boylston Street - North. It is 1 mile to campus (on right).

By Public Transportation: Go to South Station. Board the Greyhound Bus @ 8:00 a.m. to Worcester. Fare is $22.00 round trip. In Worcester board the #19 North/Burncoat or #30 North/W. Boylston city bus to Quinsigamond.

Parking Direction: Up the hill to the student parking. Lots are marked.
Classes will be held in the Surprenant Building.

New Course Offerings for Fall 2000:

American Sign Language
Challenge of Alzheimer's
Clarifying Customer Expectations
Coaching: Bringing Out the Best in Others
Executive Writing
How to Conduct a Needs Analysis
Prevention and Management of Aggressive Behavior in Nursing Home Residents
Quality: Through the Eyes of the Customer
Resolving Customer Dissatisfaction
Microsoft Office User Certification Prep Courses:
Access 2000, Excel 2000, PowerPoint 2000, Word 2000

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HRD- COLLEGE AND UNIVERSITY PARTNERSHIP PROGRAMS

HRD - COLLEGE AND UNIVERSITY PARTNERSHIP PROGRAMS

The Human Resources Division offers training programs in collaboration with the Commonwealth's Community College system, Brandeis University, J. F. Kennedy School of Government, Donahue Institute of the University of Massachusetts, and Suffolk University. The colleges and universities provide public employees the opportunity to receive job-competency-based training closer to where they work and live. They also help expand the current training programs by serving as a powerful link to the rich educational resources of the Higher Education system.

State Community Colleges

Over the past two years, HRD has collaborated with six of the State Community Colleges to offer a wide range of professional development and computer courses. These courses taught at Holyoke, Mass. Bay, Massasoit, Mt. Wachusett, Northern Essex, and Quinsigamond provided state and municipal employees the opportunity to take courses closer to where they live and work. This year we are adding Cape Cod Community College in West Barnstable as a Regional Training Center and have also included courses from North Shore Community College at their Beverly campus. The number and types of courses being offered at these colleges have been expanded and are listed throughout this catalogue.

Brandeis University - Tier III: Managing People in Public Agencies

This program is an intensive non-residential program for senior-level public agency managers focused on how to create conditions where all employees can thrive. Respectful of the regulated, multi-customer public environment, the program is highly interactive and designed to enable you to build on existing skills to anticipate and address organizational change and personnel situations that public agency managers encounter. The program includes sessions on understanding different organizational cultures and leadership styles and the processes for undoing bias and prejudice in the workplace. You will develop change management and organizational learning techniques, learn practical approaches to employee motivation in terms of managing and leading, the relevance of new "workplace skills", and how to use performance appraisal in productive and meaningful contexts.

Recommended For:	Senior managers
Duration:	Four days
Provider:	Brandeis University
Fee:	TBD
Dates:	**Fall:** Nov. 28 - 30, Dec. 1 **Spring:** Apr. 24 – 27, 2001

Harvard University, J. F. Kennedy School of Government - Tier IV: Senior Executive Management

This residential program focuses on developing policies and general management responsibilities of state and local elected and appointed executives. Classes focus on managing organizational capacity, policy design and analysis, and strategy and political management. You are actively engaged in case study discussions, which present actual decision-making situations. Small group sessions encourage interaction with other top executives and sharing of different approaches to common problems.

Recommended For:	Senior executives in state and local government agencies and their elected counterparts, members of the judiciary, and legislature
Duration:	Six days
Provider:	John F. Kennedy School of Government, Harvard University
Fee:	TBD
Dates:	March 4 - 9, 2001

HRD - COLLEGE AND UNIVERSITY PARTNERSHIP PROGRAMS

HRD/Suffolk University's Corporate Education Management Series: "Increasing Your Career Success II"

Suffolk University, in collaboration with HRD, is offering a series of three professional development topics. A professor from Suffolk University's Frank Sawyer School of Management, Dr. Suzyn Ornstein, will lead each session.

Given the quantity and quality of changes being experienced in government today, it is necessary for employees who want to be effective in their jobs to be adept at managing and responding to change and its attendant uncertainty, stress and confusion. Effectively managing change is a key component of career success in today's work environment. By participating in this seminar series you will be able to improve your own change management skill-set, thereby increasing your career success. At the root of this series is the philosophy that all career success stems directly from the individual. Specifically, this series provides three (3) different, yet complementary, models of self-improvement that can all lead to increased career accomplishments.

Session 1: Communicate to Accomplish Your Goals

Many people are sympathetic with the sentiment that "communication is key". Unfortunately, it is often unclear what it is key for. In this session you will learn how to use a strategic model of communication to increase your own effectiveness in interacting with staff members. After a brief lecture explaining the model, you will have an opportunity to discuss your own strategic communication needs and goals. This will be followed by the development of a specific personal action plan.

Session 2: Motivation without Money

Supervisors often lament the difficulty of motivating subordinates when there isn't much money to be used as a 'carrot' or 'stick'. This session will help you see beyond the value of money as a motivational tool. Numerous non-or limited-monetary rewards will be reviewed. In addition, motivation and performance will be examined from perspectives that are not contingent on money or other rewards. You will leave this session with at least 5 ideas for increasing motivation without money.

Session 3: Understanding and managing Work/Non-work Pressures

In our world of unrelenting change, increasing demands, and seemingly limited control, it is all too easy to become ineffective at understanding and managing our feelings of stress. This session will provide you an opportunity to examine the root causes of your own feelings of stress. Additionally, suggestions for managing the current symptoms of stress as well as eliminating the causes of unhealthy stress will be discussed.

Recommended For:	Managers, supervisors and professional staff
Duration:	Each session: 2 ½ hours
Fee:	$125 each or $325 for all three sessions
Dates:	**Fall**: October 5, November 2, and December 7 **Spring**: March 1, April 5, May 3

HRD - COLLEGE AND UNIVERSITY PARTNERSHIP PROGRAMS

University of Massachusetts - Donahue Institute Management Development Programs

Overview:

The UMass Donahue Institute is the public service, economic development and outreach arm of the University of Massachusetts President's Office. Chartered in 1970 by the UMass Trustees, the UMass Donahue Institute became operational in 1971 under the leadership of former Massachusetts Senate President, Maurice A. Donahue. With headquarters in Boston and Amherst and satellite locations across the Commonwealth, the Institute leads the effort in providing practical workforce training programs. In the past 28 years, the Institute has equipped over 600,000 individuals with the information and tools necessary to prepare for and work with organizational, technological or regulatory change.

The U/Mass Donahue Institute *Organizational Development and Training Group* (ODT Group) increases the effectiveness of organizations by providing them with organizational solutions and customized training to address workplace challenges. The objective of the ODT Group is to partner with HRD's customers to assist them in achieving higher productivity through skill development, performance enhancement, better use of scarce resources, and increased customer service. The UMass Donahue Institute provides organizational development services and customized training programs to meet the specific needs of our customers using a variety of approaches.

For more information, contact Leslie Ackles, Director of Organizational Development and Training, at ackles@umbsky.cc.umb.edu, call (617) 367-8901, or fax (617) 367-1434.

The UMass Donahue Institute, in collaboration with HRD, offers management development programs that address critical skills needed by managers in the public sector.

Tier II: Mid-Level Management Development Program

This management development program for entry to mid-level state managers enables participants to learn or refresh basic management skills and techniques. Participants will focus on skill development that is most appropriate to their public management positions. It covers critical competencies that have been identified from our needs assessment of state agency managers. The curriculum consists of the following topics: managing in the public sector; planning and decision-making; improving communications/conflict management; team development; managing a diverse workforce.

Completion of a pre-course assignment is required of all participants. Daily individual action plans are part of the curriculum. CEU credits are available for an additional fee.

Recommended For:	Mid-level managers who have previously attended introductory management development programs, or have one to three years of hands-on management experience
Duration:	Five days
Provider:	University of Massachusetts Donahue Institute
Fee:	$840
Dates:	**Fall:** Nov. 7 - 9, 14, 15 **Spring:** May 7 - 9, 14, 15

PROFESSIONAL DEVELOPMENT COURSE DESCRIPTIONS

PROFESSIONAL DEVELOPMENT

American Management Association (AMA) Certificate in Management

Holyoke Community College is an authorized Extension Institute of the American Management Association. Through the Institute, HCC in collaboration with HRD is offering the same high quality AMA training available elsewhere. Participants may choose a single course to fill their needs, or may take all six courses and receive the internationally recognized AMA Certificate in Management. **Note:** Each course runs from 8:30 - 4:30.

ABC's of Management

This course shows you how to improve your performance in key areas such as planning, organizing, staffing, directing and controlling. You'll learn to analyze your job, examine its functional components, spot your weaknesses, and then take concrete steps to correct them through motivation, delegation, and time management.

Recommended For: Managers and supervisors
Duration: Two days
Fee: $249

Achieving the Competitive Edge with Customer Service

Based on the book, *Keeping Customers for Life*, this course will start you on the path to 100% customer satisfaction and will become your roadmap for achieving service excellence. You'll learn how to apply the IDEA (Identify, Diagnose, Explore, and Act) process for resolving complaints and solving customer problems, seize customer service opportunities, and empower your frontline contact people to be proactive customer champions.

Recommended For: Managers and supervisors
Duration: Two days
Fee: $249

Effective Communication Skills

This course is your guide to clear, precise business communication. By learning to communicate clearly, you'll never again have to worry that something you said or wrote will be misunderstood. You'll interact more effectively by learning to listen actively. Interviewing will be more productive and resolving conflicts will actually become constructive. Building on your strengths, you'll learn to master the techniques of public speaking, express your ideas clearly and concisely in reports and proposals you write, understand and use body language and active listening, and evaluate your listening habits.

Recommended For: Managers and supervisors
Duration: Two days
Fee: $249

Effective Leadership Skills

Managing and supervising in today's dynamic, diverse workplace requires leaders who are visionaries, change agents, coaches, and empowerees. This course outlines the skills you need to assume this challenging leadership role. You will learn how to: empower and motivate employees, manage change in a positive, proactive way, and lead a diverse workforce using a leadership style that works for you and your organization.

Recommended For: Managers and supervisors
Duration: Two days
Fee: $249

American Management Association (AMA) Certificate in Management (cont'd.)

Personal Strategies for Managing Stress

This course shows you how to identify inevitable stressors at work and home and then turn them to your advantage. This course helps you respond productively to virtually all problems and challenges, without getting "stressed out". You will learn how to: recognize the symptoms and identify the different types of stress; measure your own personal and professional stress levels; apply the proven stress-reduction techniques that work best for you; and implement a long-term personal stress management plan.

Recommended For: Managers and supervisors
Duration: Two days
Fee: $249

Understanding Human Behavior

This course shows you how to motivate employees to higher performance by maximizing your positive impact on others, developing more productive working relationships, establishing rapport and mutual trust, giving and receiving performance feedback, and really understanding people's needs.

Recommended For: Managers and supervisors
Duration: Two days
Fee: $249

Customer Focus Certificate Program

This four session workshop series will strengthen your customer service skills to meet and exceed your customers' expectations. You will learn how to present a positive attitude, create customer loyalty and handle a dissatisfied customer in a professional manner.

The series is presented in an interactive format. Participants will become aware of the importance of excellent service, and gain knowledge in how to consistently dazzle their customers.

Participants who attend all four sessions will receive a certificate of completion for having attended this training for today's workplace.

Highlights of topic areas:

- Four things customers expect
- The impact of handling moments of truth effectively
- The importance of strong internal customer relationships
- Customer service report card for your organization
- Meeting and exceeding customer expectations
- Properly handling customer satisfaction problems
- Providing effective service recovery
- Communication skills
- Professional telephone protocol
- Defusing an angry customer
- Maintaining a positive attitude
- Handling stress

Recommended For: All staff
Duration: Two days
Fee: $140

PROFESSIONAL DEVELOPMENT

Advanced Supervisory Practices

This workshop provides the often time-starved manager with skills and tools to manage the realities of a team-based, fast-paced, crisis-oriented public workplace. Today's public organizations depend on high-performing, creative employees who are tuned into the big picture and who have a personal commitment to making the organization successful, dispelling the myth of what it means to be a public employee. Topics included are: moving the organization forward; identifying work priorities and setting verifiable goals; conducting a collaborative performance review; and correcting performance problems.

Recommended For: Supervisors who have completed an intermediate supervisory skills course, or have the equivalent knowledge or experience
Duration: Two days
Fee: $130

American Sign Language I (ASL)

This course is an introduction to ASL and Deaf culture. ASL is the primary language of the American Deaf Community. The course introduces commonly used signs, basic rules of grammar, non-manual components of ASL and some cultural information about the deaf community. You will develop a basic expressive and receptive sign vocabulary, to produce and understand grammatical sentences and dialogues, attain competence and demonstrate ability to use some basic grammatical rules of ASL. You will also become familiar with some cultural and behavioral aspects of the deaf community including etiquette and life styles. In-class practice of ASL includes everyday conversation.

Recommended For: All staff who need ASL on the job
Duration: Total of 24 hours over several weeks (check schedules for time and dates)
Fee: $285 (includes the cost of the text)

Assertiveness Training for People in the Workplace

Assertiveness training will help you become more personally effective both in the workplace and at home. You will learn how to stand up for your rights without denying the rights of others and how to turn self-defeating behavior patterns into productive action. In this session we will explore the ways in which we deal with others, and look at our culturally learned responses, as well as our personal obstacles to assertiveness.

Recommended For: All staff interested in learning more about effective assertiveness
Duration: One day
Fee: $65

Basic CPR

This course will certify you in cardio-pulmonary resuscitation. You will become proficient in Basic Life Support, as well as gain knowledge in cardio-pulmonary health promotion, and the skills needed to provide assistance to fellow employees and customers when needed. Upon successful completion of this course, you will receive certification in CPR.

Recommended For: All staff
Duration: One day
Fee: $65

PROFESSIONAL DEVELOPMENT

The Basic Principles for a Collaborative Workplace/The Leader in Each of Us

This course will help participants develop their personal leadership skills by teaching them how to use guidelines known as the Basic Principles to improve day-to-day interactions and put their organization's values into action. Participants will also explore and define their individual leadership behaviors to enhance their effectiveness in the workplace. All participants will receive resource guides and certificates of completion.

Recommended For: Staff at all levels
Duration: One day
Fee: $80 (including workbook)

Basic Workplace Portuguese

This course addresses workplace issues and communication needs. Content will focus on grammar, building vocabulary and increasing verbal communication skills. You will achieve a basic level of two-way conversation with people who speak Portuguese. This is an entry-level course for individuals who do not speak or understand Portuguese.

Recommended For: All staff who need Portuguese language skills on the job
Duration: Total of 24 hours over several weeks (check schedules for time and dates)
Fee: $285 (includes the cost of the text)

Basic Workplace Spanish

This course addresses workplace issues and communication needs. Content will focus on basic grammar, building vocabulary and increasing verbal communication skills. You will achieve a basic level of two-way conversation with people who speak Spanish. This is an entry-level course for individuals who do not speak or understand Spanish.

Recommended For: All staff who need Spanish language skills on the job
Duration: Total of 20 hours over several weeks (check schedules for time and dates)
Fee: $285 (includes the cost of the text)

Basic Workplace Spanish II

This course is a continuation of the introductory course. Individuals who have a basic understanding of Spanish are welcome to join this course.

Recommended For: All staff who need Spanish language skills on the job
Duration: Total of 20 hours over several weeks (check schedules for time and dates)
Fee: $285 (includes the cost of the text)

Blueprint Reading

This course provides an introduction to blueprint reading. Topics will include: the principles of orthographic projection, lines, symbols, abbreviations, dimensioning and tolerances; interpretation of multi-view, section and assembly drawings; numbering systems; drawing format; change control; and print control systems. At the conclusion of this training program, you will be able to: read and accurately interpret industrial drawings, prepare simple sketches, and understand drafting symbols and standards as well as basic manufacturing process notes.

Recommended For: All staff who need to develop blueprint-reading skills for the job
Duration: Two days
Fee: $285 (includes the cost of the text)

PROFESSIONAL DEVELOPMENT

Business/Report Writing

Writing as a major form of communication must be clear, concise and make an impression. This course will concentrate on writing skills and report writing. A hands-on approach allows students to draft, analyze, and compose effective business letters, memos, and reports. You will use your own job-related writing samples in case studies.

Recommended For: All staff who want to improve their written communication skills
Duration: Two days
Fee: $130

Career Planning for Support Staff

This workshop for clerical and support staff focuses on a process for you to identify your short- and long-term job and career goals, to understand the opportunities and resources available to you, and to develop techniques and skills for career mobility. Tips on resume writing, networking and interviewing skills will be included.

Recommended For: Clerical and support staff
Duration: One day
Fee: $65

Career Planning: Strategies for Success

Knowing one's self and one's strengths is a critical part of developing a personal definition of successful career planning. In this course you will learn what strategies work, and how they can be incorporated into a fulfilling life plan.

Recommended For: Clerical and support staff
Duration: One day
Fee: $65

Challenge of Alzheimer's

This full day program focuses on caring for the person with Alzheimer's. This program will help caregivers, family members, and others understand the world of a person with Alzheimer's. You will learn how to engage a person with Alzheimer's, including useful techniques to assist with activities of daily living. You will review the causes and management of aggressive behavior, and explore the involvement of family members in the care of a person with Alzheimer's. The Massachusetts Nurses Association has approved 7.2 CEUs for this program. National Association of Social Workers has approved 6.2 hours for Social Workers.

Recommended For: Employees whose responsibilities include caring for people with Alzheimer's
Duration: One day
Fee: $65

Clarifying Customer Expectations

Quality improvement begins and ends with the customer, whether internal or external. Managers and employees learn how to uncover customer expectations, create partnerships with customers, and devise plans to meet customer needs without compromising organizational requirements or resources. This workshop is from Achieve Global. It uses realistic video modeling, discussion, practice, feedback and planning to build participants' skills and encourage the transfer of new skills to the workplace.

Recommended For: All staff
Duration: Four hours
Fee: $89

PROFESSIONAL DEVELOPMENT

CNA Safety: How to Deal with Nursing Home Resident Aggression (A Workshop Especially for CNAs)

Violence by residents in long-term nursing facilities towards Certified Nurse Aides (CNA) occurs at an alarming rate and results in CNA injuries, loss of work time, poor morale, and high turn-over, as well as impacting upon quality of care issues. This half-day program will assist CNAs both in decreasing resident aggression and dealing with the impact of a violent episode. It is the PRIMER Program – PR, Prevention Recognition; IM, Intervention Management; and ER, Emotional Reactions, which has been accredited by the Massachusetts Nurses Association.

Recommended For: Certified Nurse Assistants
Duration: One-half day
Fee: $40

Coaching for Top Performance

In this dynamic one day seminar, you will learn: the essential skills and traits of top coaches, to develop a plan and strategy for building a successful team, to understand your style and mold it to the different challenges you face. You will also learn how to coach your team, how to mentor problem players and mentor star performers.

Recommended For: Supervisors and managers
Duration: One day
Fee: $119

Coaching: Bringing Out the Best in Others

Effective coaching aims to maximize the performance of everyone associated with an organization – employees, managers, customers, and suppliers. By applying coaching skills in the workplace, employees can motivate, guide, and support one another in working toward, and achieving top performance. This workshop helps you recognize daily opportunities to coach people with whom you work, and provides you with the coaching skills that you need in order to bring out the best in everyone. At the completion of this workshop, you will be able to: describe the role of a coach; explain why everyone in the organization needs to be a coach; describe how coaching can benefit everyone in the organization; identify behaviors that help foster a supportive coaching environment; demonstrate a variety of asking and listening techniques to use when coaching others formally and informally; and use the key actions to conduct a coaching session.

Recommended For: Supervisors and professional staff
Duration: Four hours
Fee: $40 (includes workbook)

Command Spanish ® for Corrections Officers

This program prepares non-Spanish speaking correctional officers and staff to utilize Spanish in job specific settings to better manage Spanish-speaking prisoners. Upon completion of this program, you will be able to use Spanish to issue orders, make general inquiries, facilitate transporting prisoners, maintain control in exercise yards, assist during visits, and monitor hallways, cafeterias and shower rooms. You will also be able to facilitate lockdowns, search prisoners and cells, help manage prison industries, assist in medical emergencies and facilitate the intake process. There is a one-hour cross-cultural component that emphasizes the differences among Hispanic groups.

Recommended For: Correctional Officers, guards, intake and evaluation personnel, medical and dental staff, and psychological, counseling and education staff
Duration: Four weekly one-day sessions
Fee: $325 (includes book and audiotapes)

PROFESSIONAL DEVELOPMENT

Command Spanish ® for Supervisors and Managers

This program helps supervisors and managers of Spanish-speaking employees to do the following: understand the differences among Hispanic groups, relate to Spanish-speaking employees on the job, and communicate with Spanish-speaking employees in English and in Spanish. You will also receive an overview of key personnel issues.

Recommended For: Supervisors and managers
Duration: Two days (4 hours each day)
Fee: $130 (includes workbook)

Conflict of Interest Seminar

This seminar presents an overview of the conflict law for municipal, county and state officials and employees. The purpose of the seminar is to explain to individuals how to avoid potential conflicts that may arise between their private interests and public positions. The goal of the presentation and question/answer period is to provide a basic understanding of the principles of the law and how to comply with them by discussing "real life" situations and conflicts that may arise on the job.

Recommended For: State, county and municipal employees
Duration: One-half day
Provider: State Ethics Commission
Fee: None

Conflict Management

Any group of people working together will experience situations of conflict. Learning to manage and resolve situation conflict has become an essential tool in effective management. This course will explore the nature and dynamics of conflict, assertive communication, preferred styles for dealing with conflict, fairness issues and the value of joint problem solving to produce win-win situations. You will learn to identify the five typical responses to conflict and how to diagnose, plan, prepare and implement an effective action plan to resolve conflict constructively.

Recommended For: Managers and supervisors at all levels
Duration: Two days
Fee: $130

Confronting Issues with your Manager and Peers

This 4-hour workshop describes a "win-win" approach to conflict resolution and shows participants how to clear the air before problems affect progress and results.

Recommended For: All staff
Duration: Four hours
Fee: $60

Core Math Skills

This course provides a wide range of arithmetic related topics and problem solving skills including basic percent and proportional problems, basic systems of weights and measure, arithmetic of signed numbers and first degree equations.

Recommended For: All staff who need refresher training for math skills in the workplace
Duration: Total of 36 hours over several weeks (check schedules for time and dates)
Fee: $325 (includes book)

PROFESSIONAL DEVELOPMENT

Core Writing Skills

This workshop will help you understand the basic building blocks of written English. It will identify the eight parts of speech, analyze sentence structure, and review punctuation rules and conventions. The seminar will also offer guidelines on handling abbreviations and numbers, and useful proofreading techniques. A portion of the seminar time will be devoted to helping you acquire the confidence to undertake short on-the-job writing assignments. At the conclusion of each lesson, you will complete practice exercises and receive individualized feedback to help ensure understanding and competency. You should bring three or four recent samples of your writing to the class.

Recommended For: All staff who need to review and practice their basic writing skills
Duration: Two days
Fee: $150

Creativity and Innovation for the New Millennium

Each of us has the capacity to be creative. Effecting change is often both desirable and necessary; yet it remains very difficult to make change happen or to cope with change. This course will help you understand what blocks exist to increased creativity and innovation. You will have the opportunity to practice and use new tools and proven techniques.

Recommended For: Managers, supervisors and professional staff
Duration: One day
Fee: $65

Creating Results Through Influence and Partnering

This program on influencing will cover what you need to know about influencing in the public sector: whom you need to influence, what you are going to say, and how you feel about the person you need to influence. If you lack confidence or dislike people, it will impact how you analyze and talk to people in challenging situations. We show you ways to understand how to build your own confidence — especially if you feel you have little or no power. You learn a model for influencing which assesses the words you use, your tone of voice, and your body language. We also provide you with the tools for analyzing the politics and using them in a positive way to build relationships and alliances that support you in getting results. The methodology we use combines lecturette, videotaped role-plays, games, discussion, and application to your challenging situations. In short, Creating Results Through Influence and Partnering is a thorough and comprehensive approach to influencing skills needed for effective public management. Maximum enrollment for this program is 12 participants.

Recommended For: Mid- and senior-level managers, program and project managers and functional experts who have important ideas to implement through teams or across agencies
Duration: Three consecutive days
Fee: $735

Critical Thinking

This course examines what it means to think critically. It will look at the reasons why the critical thinker seems to be a better problem-solver and decision-maker. To think critically means that you can use knowledge and intelligence effectively to arrive at the most reasonable and justifiable position possible in examining a problem.

Recommended For: Managers, supervisors and professional staff
Duration: One day
Fee: $65

PROFESSIONAL DEVELOPMENT

Customer Relations

Dealing effectively with the public is a skill that every state government employee should be able to demonstrate. The goal of this course is to develop the ability to communicate effectively with the public in a professional manner. This program will include effective telephone techniques, appropriate referrals, dealing with the hostile client, and setting priorities.

Recommended For: All staff who have contact with the public on the job
Duration: One day
Fee: $65

Dealing with Change

Like death and taxes, change is one thing we can all be sure of! Change is life and it happens to all of us. There are both positive and negative changes that we have to deal with in life. Our ability to adapt to these changes will make all the difference in whether we cope effectively or succumb to stress. Whether you have experienced an employment change, an illness, a divorce, the death of a loved one, retirement, a promotion, a graduation, a birth or simply the complexities of living life day to day, your own ability to adapt and translate these life events into understanding and meaning will have enormous effects on your health and well being.
In this course you will learn: how to identify where you can get caught in the stress cycle, how to transform crisis into opportunity, how to slow down, learn to respond without reacting, ten top coping mechanisms, and how to use change as a catalyst for growth.

Recommended For: All staff
Duration: One day
Fee: $119

Dealing with Emotional Behavior

In this 4-hour workshop, participants learn ways to defuse non-constructive behavior and focus energies on positive solutions.

Recommended For: All staff
Duration: Four hours
Fee: $60

Debt Free Workshop

A recent survey of human resource executives found that nearly one-third considers employee financial problems the most pressing and overlooked workplace issue. This half-day workshop will demonstrate, step-by-step, how you can pay off your debt, including your home mortgage in five to seven years. You will leave the workshop with a personalized debt-elimination plan. You should bring a calculator and a list of debts showing balances and minimum monthly payments to class. Each participant will receive a workshop workbook.
Note: Participants will be able to purchase an optional text for personal use from the instructor.

Recommended For: All staff
Duration: One-half day
Fee: $45

PROFESSIONAL DEVELOPMENT

Dynamic Communication

Managers and supervisors know how important it is to communicate clearly and effectively with employees and the public. Effective communication can mean the difference between success and failure in any organization. In this one-day seminar, you will learn how to identify your unique communication behavioral style, identify the style of others, and adapt your style to suit others. These three simple but powerful steps are the keys to improving employee relations and customer satisfaction.

Recommended For: Supervisors and managers
Duration: One day
Fee: $119

Effective Management Control

What is your worst work-related nightmare - sudden employee turnover, the announcement of an upcoming audit, the receipt of an unexpected bill? This workshop, designed for managers and supervisors at all levels, explains a management technique that allows you to prepare for the potential disasters that can happen to us all. New technology and current changes in regulations are forcing managers to rethink current management practices. Take a break from your current schedule to participate in a workshop that combines practical exercises using this technique along with a panel discussion. A panel of managers will discuss how they cope with and anticipate changes.

Recommended For: Managers and supervisors
Duration: One-half day
Fee: None

Effective Performance Appraisal Process

The subject of performance appraisals can be difficult and depressing or dynamic and positive. This course will help you through the process, provide you with guidelines in effective appraisal discussions, identify potential pitfalls, help with the attitudinal change necessary for participation in the process, and provide pointers on dealing with unsatisfactory performance.

Recommended For: Managers and supervisors
Duration: Two one-half day sessions
Fee: $65

Effective Presentation Skills

Effective communication skills are crucial, and whether you are speaking one-on-one or before a large group, your presentation skills (delivery, movement, gestures, eye contact, and voice) contribute to the impact of your spoken message. In this course you will learn how to be a more effective presenter.

Recommended For: Managers and supervisors
Duration: One day
Fee: $65

Embracing Diversity

In this program you will learn how to heal the impact of discrimination and remove the hurt, misinformation and powerlessness which keep forms of discrimination in place. Learn the skills necessary to be effective in interrupting oppressive remarks and to take principled stands on behalf of your own group and others.

Recommended For: All staff
Duration: One day
Fee: $65

PROFESSIONAL DEVELOPMENT

EPRS "Hands On" for Supervisors and Managers

The Employee Performance Review System (EPRS) is the state's performance planning and appraisal program for collective bargaining unit employees and is administered by the Human Resources Division. This one day session for Supervisors and Managers will: introduce the EPRS cycle and forms; address policy; describe the communications process and how to develop a Remedial Development Plan; provide practice writing appropriate job duties and performance criteria; and differentiate among the various possible ratings.

Recommended For: Managers and supervisors with EPRS responsibilities
Duration: One day
Fee: None

EPRS "Hands On" for Seasoned Supervisors and Managers

This 3-hour overview is intended for supervisors and managers who have previously attended EPRS training. This is an overview of the current changes brought about by certain collective bargaining agreements, coupled with a "hands on" review of the EPRS forms including the Remedial Development Plan, Employee Development Plan and the Form 30. Case studies on how to write job duties and use performance criteria will be a critical component of the training.

Recommended For: Managers and supervisors with EPRS experience
Duration: One-half day
Fee: None

Event Planning

This workshop is designed to help you plan a successful event. Topics covered include the following: how to develop a theme, budget creation, multi-media production, venue screening, registration and database management, travel and accommodation plans, recreation activities, and team building.

Recommended For: Professional staff with event planning responsibility
Duration: Four hours
Fee: $50

Executive Writing

Do you write to influence? Do you review the writing of others on your staff? This is an advanced level writing seminar designed for you. Topics include techniques to enhance and refine your writing; how to review and analyze the writing of others; coaching and critiquing positively; self-editing; and working with problem writing.

Recommended For: Executives and managers
Duration: One day
Fee: $95

Express Yourself: Presenting Your Thoughts and Ideas/Proactive Listening

This workshop is part of the AchieveGlobal certified Leadership 2000 series. The two-part workshop will help you plan, organize and deliver results-oriented messages in situations ranging from informal discussions to formal presentations, and enhance your listening skills while providing instruction on how to seek, process, and apply important information.

Recommended For: Managers and supervisors
Duration: One day
Fee: $80 (including resource guide)

PROFESSIONAL DEVELOPMENT

Giving and Receiving Constructive Feedback

The need for organizations to adapt quickly to changes makes feedback to correct problems and improve processes a critical skill. In this 4-hour workshop, you will learn guidelines for both giving and receiving feedback in positive and constructive ways that help you get information to the right people at the right time. It also shows you how to bring problems to the forefront before they get out of hand, and build strong working relationships that foster ongoing learning and mutual respect.

Recommended For: Managers and supervisors
Duration: Four hours
Fee: $70

Going the Extra Mile with Customer Service

Outstanding customer service can be the norm in your organization. But it doesn't just happen. It requires training — the kind of training provided at this workshop. Some of what you'll learn is how to cultivate the top ten *extra mile* habits, listen to what your customer isn't saying, win over tough hard-to-please types, and create win-win situations. You will also learn how to communicate in your customers' unique style, learn to think proactively, soften disappointment when you have to say no, keep customers coming back, and keep your cool and not crumble under pressure.

Recommended For: All staff
Duration: One day
Fee: $119

Grant Writing

This seminar will focus on topics to help personnel involved in grant writing. It includes outlining your objectives, organizing an effective proposal narrative, preparing a realistic budget, writing a budget justification, including the right personnel, finalizing and sending the proposal, and organizing effective grant writing teams. You will have ample opportunity to learn the various components of a successful proposal and to actually begin your own proposal draft. Please bring a proposal that you are currently or will soon be writing.

Recommended For: Individuals engaged in writing grants for their agencies
Duration: Two days
Fee: $175

How to Conduct a Needs Analysis

This program will provide Training and Human Resources managers and directors with the knowledge and skills needed to conduct an effective needs analysis. Topics to be covered include: defining the objectives of a needs analysis; determining the information needed to complete an "impact map" for the proposed training; collecting the necessary data using appropriate methods; and analyzing and presenting data for management support. Participants should bring real training data to the workshop.

Recommended For: Training and Human Resources directors and managers
Duration: One day
Fee: $65

How to Handle Disruptive People

In this course, you will learn some ground rules for handling conflict, how to be assertive without being aggressive, and how to identify the many faces of impossible behavior. You will also learn specific coping techniques for dealing with all types of difficult and disruptive people; to stand up to bullies; to keep cool and not crumble under pressure; and to monitor the mood-manipulators.

Recommended For: Supervisors and managers
Duration: One day
Fee: $65

PROFESSIONAL DEVELOPMENT

How to Handle Difficult People

We all know them, and what's worse is that we all have at least one of them in our lives. No matter how hard we try, we can't seem to connect or communicate with them. In this one day course you will learn: 20 practical ground rules for handling conflict; to be assertive without being aggressive; why some people irk you and some don't; and to identify the many faces of impossible behavior. You will also learn specific coping techniques to deal with all types of difficult people; to keep cool and not crumble under pressure; to stand up to bullies; and to monitor the mood-manipulators.

Recommended For: All staff
Duration: One day
Fee: $119

Implementing the Americans with Disabilities Act (ADA)

Organizations are required to make the workplace accessible to people with disabilities. This course is designed to address the ADA law and its impact on government agencies. Content includes the law, intent, policy, and resource and financial issues of implementing ADA in the workplace. The focus is on employment practices that enable qualified applicants or employees with a disability to participate in the job application process, perform essential job functions, and enjoy the same benefits and privileges of employment enjoyed by employees without disabilities. You will practice identifying and writing essential job functions as applied to State Form 30 (position description form).

Recommended For: Individuals charged with implementing ADA at their agencies
Duration: One day
Provider: Massachusetts Office on Disability
Fee: $10

Interactive Video Systems for Conferencing and Instruction

This one-day class introduces you to videoconferencing. Covered in this class are: ISDN (Integrated Services Digital Network) lines, the international standards of common usage, the ease of use of the new technology, the features of most H.320 compatible equipment, and classroom performance in front of a camera. You will learn how distance learning can greatly benefit training programs and how they offer expanded educational opportunities from institutions of higher learning.

Recommended For: Staff responsible for implementing and using video conferencing
Duration: One day
Fee: $65

Intermediate Supervisory Practices

Designed for the experienced supervisor, this program focuses on the more challenging situations supervisors face on the job. Topics include effective resource management, communication, planning and directing employee performance, effective discipline, and performance feedback and evaluation. Emphasis will be on problem solving around the participants' issues.

Recommended For: Supervisors with at least three years' supervisory experience
Duration: Two days
Fee: $135

PROFESSIONAL DEVELOPMENT

Intermediate Writing

Is writing one of your most difficult responsibilities on the job? Do you put off writing that report, letter, or memorandum? Does your supervisor rewrite every word? This seminar will provide you with the skills necessary to produce clear writing with confidence: how to get started; drafts; organizing information; selecting and prioritizing subjects for presentation; and writing clear, and understandable sentences. Everyone can learn to enjoy the writing process. You should bring samples of your writing to the class.

Recommended For: All staff who have writing responsibilities as a major job duty
Duration: Two days
Fee: $150

Interpersonal Communication Skills

Individual and team success depends on the ability of individuals to communicate with others and be understood. More time is spent on communicating than any other single activity. Whether in face-to-face discussions such as talking, listening and observing, or communicating electronically, the goals are to relay or gather information, persuade, evaluate, counsel, or build and maintain morale effectively. In this course you will learn the skills necessary to achieve these goals.

Recommended For: All staff
Duration: One day
Fee: $65

Introduction to the RFR Process

This course helps procurement staff develop a solid understanding of the basics of the State's procurement process. It focuses on all phases of RFR development and accompanying regulations, policies and procedures, from the formation of a Procurement Management Team (PMT) to effective contract management.

Recommend For: Procurement personnel
Duration: Two days
Fee: $100

Language Skills for ESL Employees

This program is designed to strengthen and reinforce the fundamentals of English for employees whose native language is not English. It will focus on both speaking and writing skills. You will expand your vocabulary, polish verbal skills, improve grammar and master punctuation. This is not a beginning course in ESL, but a course for people who need to strengthen their business communication skills.

Recommended For: For individuals whose native language is not English
Duration: 12 weekly sessions (total of 36 hours)
Fee: $325 (includes materials)

Leading Self-Empowered Teams

This workshop will present skills necessary for effective team functioning; roles of team members; how to design effective teams; and how to create "buy-in" to team goals and priorities. In this program, you will use a simulation exercise, participate in a team activity and evaluate your effectiveness as a team player.

Recommended For: All staff who work as part of a team
Duration: One day
Fee: $65

PROFESSIONAL DEVELOPMENT

Leadership Skills

This program will enable managers to analyze their leadership style, explore approaches to effective leadership, and maximize the effectiveness of their organization from both a system and an interpersonal perspective. This program also will provide participating decision-makers with a format for understanding the dynamics of leadership. In order to identify priorities, situation contingencies and leadership styles will be discussed. In addition, the course will include strategies for human resource and organizational management, and for increasing teamwork and motivation among staff.

Recommended For: Managers at all levels
Duration: One day
Fee: $65

Learning How to Increase your Self-Esteem

The lack of self-esteem can affect your performance in the workplace. In this course you will learn the importance of developing yourself as a secure, confident person in order to present a professional image to your co-workers and the public. You will also learn where lack of self-esteem comes from and methods to develop more self-respect, appreciation and enjoyment.

Recommended For: All staff
Duration: One day
Fee: $65

Making Meetings Work

Do you get the most out of your meetings? People dislike meetings because most waste time, often do not accomplish anything worthwhile, and, as a result, can be frustrating. Meetings do not have to be this way. In this course you will learn skills to get more done in less time by preparing for a successful outcome.

Recommended For: All staff
Duration: One day
Fee: $65

Managing Time and Having It All

Have you tried every time management trick in the book and still can't find that balance between your personal life and work demands? Is there always too much to do and you can't seem to choose? This course will address these issues and more. You will learn: how to stop operating out of crisis mode, how to set and achieve goals that create quality of life results, and how to maintain a perspective that empowers you to always choose what is most important. Successful time management empowers, enriches and nurtures your well being and can't help but have a positive impact all around you.

Recommended For: All staff
Duration: One day
Fee: $119

PROFESSIONAL DEVELOPMENT

Managing Your Priorities

Rapid change, flatter organizational structures, and cross-functional duties dictate that you are expected to assume greater responsibility for managing your own tasks. To accomplish this, you need to know how to handle competing priorities, shift gears smoothly, and coordinate and negotiate responsibilities, schedules, and resources with others. The activities in this workshop provide the awareness and skills you need to make better decisions about your daily work. You learn techniques that will help you deal with complex interpersonal interactions, build strong work relationships, and increase overall productivity, even in an environment where changing priorities are a daily reality.

Recommended For: All staff interested in learning more about managing priorities
Duration: One-half day
Fee: $35

Multiple Learning Styles

You've heard all the talk about different intelligence types and different learning styles. Do you know your learning style? Come to this workshop and learn more about your talents, and how to tap into them to make your learning experiences more enjoyable and more effective. We will teach you techniques that will help you regardless of what it is you have to learn.

Recommended For: All staff
Duration: One day
Fee: $65

Myers-Briggs Type Inventory (MBTI)

Would you like to learn how your personality type affects your work methods and your interactions with colleagues and the public? This informative workshop offers administration of the MBTI, interpretation of MBTI results, and problem solving strategies according to your personality type. This workshop will help you enhance your personal and professional relationships.

Recommended For: All staff interested in learning how personality types work together
Duration: One-half day
Fee: $50 (includes the Myers-Briggs instrument)

Personal Strategies for Navigating Change/Influencing for Win-Win Outcomes

This workshop is part of the AchieveGlobal certified Leadership 2000 series. The two-part session will help you develop strategies for dealing effectively with change and difficult transitions, and learn techniques for transforming conflict into positive outcomes.

Recommended For: Managers and supervisors
Duration: One day
Fee: $80 (includes a resource guide)

Prevention and Management of Aggressive Behavior in Nursing Home Residents – the Primer Program

This half-day program is for nurses, Certified Nurse Aides, and other residential personnel. The growing number of nursing home resident assaults constitutes a major clinical problem. Families reflect this distress. You will advance your knowledge and awareness and receive practical management and skills training in this challenging healthcare area.

Recommended For: Nurses and Certified Nurse Aides
Duration: One-half day
Fee: $40

PROFESSIONAL DEVELOPMENT

Policies for a Barrier Free Agency

The goal of this program is to facilitate recognition of the abilities of all people and how to achieve the goal of hiring people with disabilities in state agencies. In addition, you will learn about the statewide resources that are available to assist staff in implementing the spirit of non-discrimination laws. The following topics will be discussed: disability sensitivity; interviewing procedures; job accommodations; implementation of state-of-the-art technology; the Americans with Disabilities Act; and interactive exercises that dispel common misconceptions about employees with disabilities.

Recommended For: Hiring managers, supervisors, and program coordinators
Duration: One-half day
Provider: Massachusetts Rehabilitation Commission
Fee: None

Professional Skills for Support Staff

This comprehensive seminar will provide clerical/support staff members with the skills to optimize their potential in the office. The seminar provides techniques to improve verbal and written communication, assertiveness, motivation, time management and supervising others. The seminar also covers planning for professional career growth.

Recommended For: Secretarial personnel and support staff
Duration: Three weekly one-day sessions
Fee: $200

Public Speaking

You can learn how to make the most effective impression on groups of any size. This course will focus on improving your ability to deliver accurate, concise, and persuasive messages, whether for a formal presentation or as a part of your daily responsibilities. Practice and feedback will allow you to identify your communication strengths and weaknesses. Course content includes: organization, audience analysis, handling questions, dealing with stress, and verbal and nonverbal communication.

Recommended For: Anyone who makes presentations
Duration: Three consecutive days
Fee: $270

Pulling in the Same Direction – Teamwork

Commitment, purpose, trust, unity, accountability, empowerment, responsibility, principles, solution-oriented, respect, excellence, integrity, and cooperation are some of the characteristics of a "dream team". Together they link arms, link minds, spark creativity, ignite imagination, and pull in the same direction. They succeed in rising above personal issues and personality differences that get in the way of their common goal. Team members understand the importance of putting the team's interest and needs ahead of their own. They commit to excellence and pursue victory together. This seminar is for new teams that would like to get started on the right track. It is also for present teams that may be drifting off-track and need a review of the characteristics that make up a dream team. You will define and study principles that will align a loose collection of individuals into a synergistic team.

Recommended For: All staff working in teams
Duration: One day
Fee: $119

PROFESSIONAL DEVELOPMENT

Quality: Through the Eyes of the Customer

When an organization begins a quality initiative, employees must know what quality is and what they can do to make it a reality. This workshop will raise your awareness of quality in focusing on products and services from the customer's perspective. You will learn the difference between the "good" and the "bad" costs of quality and explore the need to develop systems that help you exceed customer expectations. This workshop is from AchieveGlobal. Video modeling, discussion, practice, feedback and planning activities are used to build your skills and encourage the transfer of new skills to the workplace.

Recommended For: All staff
Duration: Four hours
Fee: $89

Reading/Writing in the Workplace

In this course you will improve your reading comprehension and writing skills. Emphasis will be placed on critical thinking techniques, skimming and scanning techniques and vocabulary development.

Recommended For: All staff who want to improve their reading and writing skills
Duration: Total of 24 hours over several weeks (check schedules for time and dates)
Fee: $275 (including text)

Report Writing

A properly constructed report is a powerful business communication tool. This course is designed for employees who have technical and other report responsibilities as a major job activity. This course will focus on how to organize and structure content, articulate objectives, direct the message to specific audiences, and format the completed project. Participants will practice analyzing and editing. Bring a recent sample of your report writing to class.

Recommended For: All staff who have report writing as a major job duty
Duration: Two days
Fee: $150

Resolving Customer Dissatisfaction

You will learn practical skills for working with customers (inside or outside the organization), whose expectations have not been met. You will learn ways to defuse the customer's annoyance and to refocus the interaction on a successful resolution of the problem. This workshop is from AchieveGlobal.

Recommended For: All staff
Duration: Four hours
Fee: $89

Resolving Conflicts/Building Consensus

Conflicts can have a devastating effect on productivity, morale, and teamwork. Conflicts are inevitable, but anger, grudges, hurt and blame are not. In this course you will learn how to keep your cool, stand your ground, and reach a positive solution.

Recommended For: All staff
Duration: One day
Fee: $65

PROFESSIONAL DEVELOPMENT

Résumé Writing

This workshop will cover the various types of résumés – chronological, functional, etc. The workshop emphasizes what to include on your résumé as well as what to leave out. You will examine a résumé's content, language, and length.

Recommended For: All staff
Duration: Four hours
Fee: $45

Retirement Planning

Successful retirement planning involves strategies to evaluate the most appropriate plans and options for you. In this workshop you will learn valuable techniques for a productive retirement.

Recommended For: All staff
Duration: One-half day
Fee: $40

Speak Easy – Public Speaking

In this course, you will learn to be at ease in front of any audience, "take the floor" with confidence, "hook" your audience in the first 30 seconds, and eliminate monotone and meek vocal tones. You will also discover three secrets for mastering impromptu talks, eliminate the 5 things that zap your audience's energy and attention, and much more.

Recommended For: Anyone who gives presentations
Duration: One day
Fee: $119

Speed Reading Skills for Managers

This course will teach you how to read everything you are expected to and still have time to get your other work done. Designed to meet the precise needs of management, this remarkably effective course uses many relevant, high-interest reading selections to provide a dramatic increase in your on-the-job reading speed and ability to retain pertinent information.

Recommended For: Managers at all levels and professional staff
Duration: Two days
Fee: $165 (includes textbook)

Strategic Planning

The ability to develop a strategy for accomplishing goals within your unit is crucial to the successful delivery of services. This program focuses on problem analysis, goal setting, planning and how to apply these techniques within the constraints and mission of your organization. You will have an opportunity to discuss and analyze your own issues and examine innovative approaches to these challenges.

Recommended For: Managers at all levels
Duration: Two days
Fee: $130

PROFESSIONAL DEVELOPMENT

Stress Management

This program will provide you with an understanding of the factors and situations that are stress producing. It covers stress and burnout, and their physical, psychological and sociological consequences. You will learn simple but effective techniques for dealing with stress - both internally, via relaxation, desensitization, and self-image improvement; and externally, via behavior management and assertiveness training. You will also practice the techniques learned in the course. Wear comfortable clothing.

Recommended For: Individuals interested in learning how to cope with stress
Duration: One day
Fee: $65

Successfully Managing Irate Callers with Lasting Effects (SMILE)

Dealing with difficult customers is undoubtedly one of the most stressful tasks associated with handling your agency's telephone calls. This seminar, presented by Bell Atlantic, provides invaluable techniques and approaches that are critical to satisfying discontented callers. You will learn how to deal with these callers in a calm, professional manner, and turn the customer's angry tones into a smile!

Recommended For: All staff who deal with the public over the telephone
Duration: One-half day
Fee: $75

Supervising the Marginal Employee

The marginal employee is one of the more challenging responsibilities of supervisors. This seminar will provide you with practical techniques to make the supervisory relationship more manageable. The purpose of this program is to enable supervisors to assess, problem-solve and make decisions within the context of difficult situations with employees. Skills include planning and directing employee performance, motivation, performance feedback and evaluation, and effective discipline.

Recommended For: Supervisors
Duration: One day
Fee: $65

Team Building

This program will focus on the dynamics of team building, both within an organization and across organizational boundaries. In this course you will learn about the dynamics which accompany a project where people need to work together to accomplish a common goal. Topics include: stages of group development, the foundation of a successful team experience, effective meetings, managing difficult behavior, process skills and problem solving.

Recommended For: Managers and professional staff
Duration: Two days
Fee: $130

Techniques of Interactive Video Use

This class will prepare the participant to use interactive video conferencing for instruction and training. Emphasis will be placed on the value added to the learning experience.

Recommended For: Anyone who uses video conferencing equipment
Duration: One day
Fee: $65

PROFESSIONAL DEVELOPMENT

Techniques of Supervision

This course is an introduction to basic supervisory practices for first-line supervisors. Topics include: roles and responsibilities; motivation; communication; planning and directing employee performance; managing conflict; problem-solving; and supervising in a culturally diverse and changing work environment. A combination of lecture, group exercises, and role-playing will be used to enhance your learning experience. The goal of the program is to enable you to supervise more effectively.

Recommended For: First-line supervisors
Duration: Five weekly one-day sessions
Fee: $275

Techniques of Teaching Adults

Adults learn best in a climate that is organized, engaging and fun! Content must be practical, useful, and applicable to current problems. Sessions must begin and end on time, waste no time, and keep moving. This program will focus on: identifying criteria for effective instruction; basic characteristics and learning styles of adult learners; learner-involvement instructional methods; matching instructional methods and style to learner styles and program content; developing and implementing an effective curriculum; learning level assessment; and selecting and creating a productive learning climate.

Recommended For: Agency training staff who want to sharpen their training skills
Duration: Three one-day sessions
Fee: $195

Three Rs for Managers and Supervisors: Recognizing, Rewarding and Retaining your Valuable Employees

How do you motivate employees to give their best performance? How do you create a work environment where everyone is focused on working hard and is committed to organizational goals and objectives? This course will cover low cost techniques for motivating and rewarding your employees. Strengthen your organization's morale by providing recognition to those individuals that add value through their efforts.

Recommended For: Managers and supervisors
Duration: One-half day
Fee: $65 (includes materials)

Tier I: Making the Transition to Management

You have been chosen for a managerial position, or you're thinking about making the move. By attending this dynamic workshop, you will define your role as a manager and learn to create a cooperative team. This workshop will give you the fundamentals of management and help you improve your management techniques.

Recommended For: Newly appointed entry-level managers or staff interested in management
Duration: Two days
Fee: $130

Time Management for Maximum Return

Very often people view the process of time management as a survival exercise rather than a road map for success. In this course you will learn to make the best use of your time by putting into practice several techniques and skills to increase awareness for investing your time for maximum return.

Recommended For: All staff
Duration: One day
Fee: $65

PROFESSIONAL DEVELOPMENT

Time Management/Stress Reduction

Learn about the three obstacles to balancing your life and the three corresponding ways to overcome these obstacles. In this workshop, you will identify your natural defuser and how to use it to enhance productivity and creativity. You will also take the first steps in reducing stress and enjoying your time and your life. This course helps you to identify your time management style, and learn to use "human factors engineering" to put time to work for you. You will learn how your response to change, your decision-making style, your motivation, and your power base influence your time-effectiveness.

Recommended For: All staff
Duration: One day
Fee: $65

Treating the Citizen as a Customer

The perceived value of your service to the community (and maybe the funding of your budget) often is determined by how citizens are treated by staff. Quality customer service is a no-cost way of helping citizens recognize just how good you really are! This workshop offers proven methods for identifying customer needs and simple techniques for developing a system-wide program that will add to the perceived value of your services, improve employee productivity, enhance employee job satisfaction and cut down on burnout.

Recommended For: Clerical and support staff
Duration: One day
Fee: $65

Understanding and Preventing Sexual Harassment in the Workplace: Train-The-Trainer

This workshop is designed to give agency trainers, Sexual Harassment Officers, and those responsible for conducting Sexual Harassment workshops an overview of the training curriculum. You will review materials and handouts for both the manager and employee modules and will work in small groups to discuss the various cases presented. All materials needed to conduct workshops in the individual agencies are provided.

Recommended For: Agency Trainers and Sexual Harassment Officers
Duration: One day
Fee: None

Understanding and Preventing Sexual Harassment in the Workplace: Managers

This workshop is designed to give agency managers and supervisors an overview of the behavior that is unacceptable in the workplace. In the workshop you will learn how to identify inappropriate behavior, how to intervene, and how to counsel an offender.

Recommended For: Managers and supervisors
Duration: One-half day
Fee: None

Understanding and Preventing Sexual Harassment in the Workplace: Staff

This workshop is designed to give all public employees an overview of behavior that is unacceptable in the workplace. You will learn how to identify inappropriate behavior, guidelines for stopping such behavior, and how to file a complaint.

Recommended For: All staff
Duration: One-half day
Fee: None

PROFESSIONAL DEVELOPMENT

Violence Awareness, Prevention and Intervention Training

Professionals are challenged to deal with potentially violent situations on a daily basis. Whether or not the incident escalates into a violent outburst usually depends upon the effective use of violence prevention and intervention skills. Yet, few professionals have been trained to de-escalate violent situations. This training will address three phases of the violence epidemic that is affecting all institutions nationwide. Topics may include, but are not limited to: attitudes about violence; our vulnerability to violence; interconnectedness of violence among our institutions: home, school, workplace, peers, and media; managing styles; perceptions; effective communication; and conflict resolution tips. The course will also include topics from the Crisis Prevention Institute (CPI) nonviolent crisis intervention training such as verbal escalation continuum, precipitating factors, nonverbal communication, fear and anxiety, personal safety techniques, team approach, tension reduction and re-establishing rapport.

Recommended For: Managers, supervisors and professional staff
Duration: Two days
Fee: $130

Work Organization

Do you have 100 things to do at the same time? Organizing work, managing time and prioritization are issues for everyone in the workplace. This seminar will provide you with hands-on, practical techniques which will help you do your job more effectively and efficiently. You will review the basics of time management techniques and decision-making; learn to cope with interruptions and paper build-up; and develop strategies to apply new techniques on the job.

Recommended For: All staff
Duration: One day
Fee: $65

Working the Room like a Pro

In this course, you will learn how to be at ease initiating conversations and encouraging participants in group meetings to be actively involved in the discussions, and the 7 keys for preparing for any large group event (including remembering names). You will also learn how to develop an effective self-introduction, strategies for coordinating groups, and the art of "small talk".

Recommended For: Managers, supervisors and professional staff
Duration: One day
Fee: $119

Working With Difficult People

Working with others means that there are times you must work with someone whose behavior is difficult. This course will provide some of the psychological insight needed to understand difficult people. It will give you an opportunity to understand how their behavior patterns influence the behavior of others and how best to use communication techniques with all people. This course will teach you how to create a stress free work environment and practice skills that will help you deal effectively with difficult people.

Recommended For: All staff
Duration: One day
Fee: $65

PROFESSIONAL DEVELOPMENT

Working With the Public

The goal of customer relations in public organizations is to provide a positive working relationship with the public, to meet needs, and to resolve problems when they occur. Topics to be included are: quality through the eyes of the customer; clarifying customer expectations; and resolving customer dissatisfaction.

Recommended For: All staff who interact with the public
Duration: One and one-half days
Fee: $95

Workplace Communication

This program will explore the intricacies of communication. You will examine issues and develop skills critical to effective communication. You will also develop an understanding of the impact of communication on work performance and on the environment of the office. Topics include active listening, identifying barriers, conflict resolution, problem solving and feedback.

Recommended For: Supervisors and professional staff
Duration: Two days
Fee: $130

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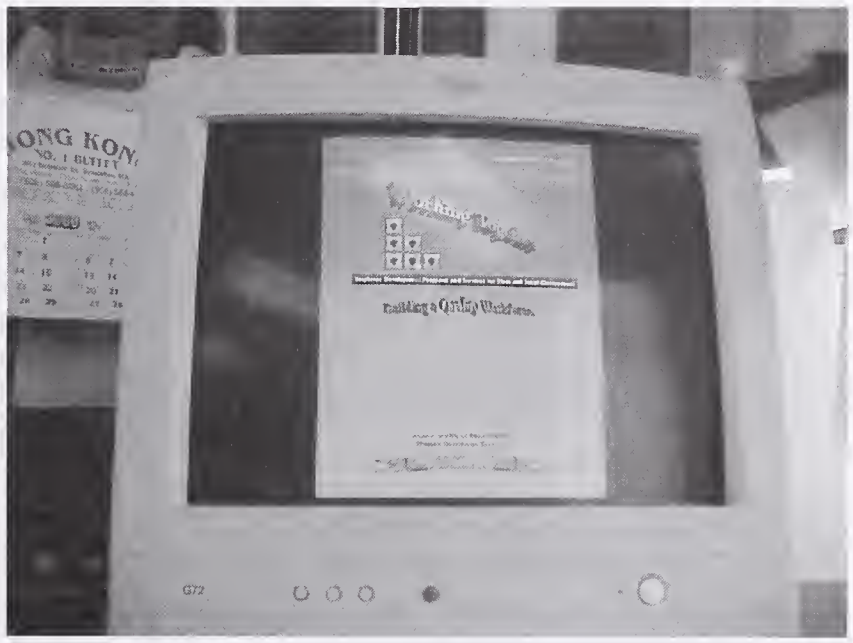
COMPUTER PROGRAMS

DTLO's Please Note:

Agency Dedicated Classes

Agency dedicated training for any one computer program is available on a limited basis at a special rate of $80 per person per six (6) hour class for groups of ten (10) or more participants from a single agency except for those courses listed under "Technical" starting on page 83. An additional 10% discount applies to a single agency when 10 or more classes are reserved for groups of ten participants from one agency.

Call for similar special pricing of Professional Development Programs.



COMPUTER PROGRAMS

Web-Based Training

Learn2.University is a web-based training solution that provides you with instantaneous access to interactive multimedia (audio, graphic animation and text) across the Internet. You can access the topics you need, when you need them, 24 hours per day, seven days per week. New skills can be applied immediately by minimizing the application in the background and continuing with your work be it creating a Word document, an Excel spreadsheet, an Access database or a PowerPoint presentation. You may choose to play entire chapters, or use the topic search function to answer specific questions. VCR-like buttons enable you to pause, rewind, and fast forward through topics.

PC Requirements:

Browser Requirements: Access to the Internet, Netscape (3.02 or higher) or Microsoft Explorer (3.0 or higher). One time download of proprietary STREET Player.
System Requirements: Windows 95 or better or NT 4.0, a 486-based 66 MHz, 16MB RAM, 28.8 Modem or faster, sound card is optional.

Testing:
Exams are available for each course offered. Immediate feedback is provided so you will know in which topics additional training is needed.

Topics:
The Microsoft Office Library offers 16 courses with 40 titles. Topics range from the basic fundamentals to the advanced features of each application.

Windows 98:
Introduction
Advanced
Secrets and Timesavers
Using the Internet
Networking

Windows NT 4.0:
User, Volume 1
User, Volume 2
User, Volume 3

Windows 95:
Course

Internet Explorer 4.0:
Using Microsoft Internet Explorer

Outlook 97:
E-mailing
Scheduling

Outlook 98:
E-mailing
Scheduling

Outlook 2000:
Introduction

Access 97:
Introduction
Intermediate
Advanced
Learning Visual Basic for Access

Access 2000:
Introduction
Intermediate

Excel 2000:
Introduction

Excel 97:
Introduction
Intermediate
Advanced
Formulas and Functions
Macros and Charts
Learning Visual Basic for Excel

Word 97:
Introduction
Intermediate
Advanced
Secrets and Timesavers
Learning Visual Basic for Word
Desktop Publishing

Word 2000:
Introduction

PowerPoint 2000:
Introduction

PowerPoint 97:
Introduction
Intermediate
Presentations

Office 97:
Using MS Office, Integration

Prerequisite: Access to a PC with requirements listed above
Fee: $99 – Will give one user access to all programs from September 2000 to June 2001

COMPUTER PROGRAMS

Basic Computer Skills

This introductory course is designed to educate the beginner in the concepts of personal computer use in the workplace and in the home. Topics will include windows, files, mouse skills, and an introduction to software applications. Time permitting, there will be a brief tour of the World Wide Web. No prior computer experience required.

Prerequisite: None
Duration: One day
Fee: $99

PC for the Very Beginner

It's here — the newest class: an introduction to the PC for the "very beginner". This class will teach everything from turning on the computer to finding information on the World Wide Web right from the desktop. This one-half day course is recommended for every beginner and people who "shy away" from using the computer.

Prerequisite: Interest in computers
Duration: One-half day
Fee: $49

Introduction to Personal Computers (PC)

This course will give you ample opportunity to get comfortable with your computer. Instruction will start with using the on/off switch and what to do with the computer mouse. You will also learn about different computer parts (called components) as well as system configuration (how it is set up) in easy-to-understand language. An introduction to Windows software will start your computer journey. Later you can build on this foundation by attending other courses in areas such as: word processing, spreadsheets, database, and more.

Prerequisite: None
Duration: One day
Fee: $99

Introduction to Windows

This course will teach you the basics of Windows. After taking this course you will be able to: examine and identify the parts of the Windows Desktop, observe and access local disk drives, and learn how to use various mouse techniques to become accustomed to the Windows environment. You will also work with multiple programs by using the taskbar to switch between and tile windows, and share data between programs by using the copy, cut and paste features.

Prerequisite: PC Fundamentals training or equivalent knowledge
Duration: One day
Fee: $99

Introduction to Windows 2000

This course will teach you the basics of Windows 2000. After taking this course you will be able to: examine and identify the parts of the Windows Desktop, observe and access local disk drives, and use various mouse techniques to become accustomed to the Windows environment. You will also work with multiple programs by using the taskbar to switch between and tile windows, and share data between programs by using the copy, cut and paste features.

Prerequisite: PC Fundamentals training or equivalent knowledge
Duration: One day
Fee: $99

COMPUTER PROGRAMS

Navigating Microsoft Windows

Through this one-half day hands-on workshop, you will learn to identify the parts of the Windows Desktop, access local disk drives, navigate Windows using a mouse, and apply the toolbar functions.

Prerequisite: Experience on a PC, Introduction to Windows or equivalent
Duration: One-half day
Fee: $49

Introduction to Linux

This course will teach you the basics of Linux, a new computer operating system. This software allows you to modify and customize the programs running on your computers. The introduction to Linux includes multitasking, virtual memory, shared libraries, demand loading, and proper memory management.

Prerequisite: PC Fundamentals training or equivalent knowledge
Duration: One day
Fee: $99

MICROSOFT EXCEL

Introduction to Excel

This intensive course is designed to introduce the basics of the electronic spreadsheet. Participants will learn how to create and edit simple spreadsheets, build formulas, create and use functions, copy, paste, format, and print. Separate courses offered for Excel 97 and 2000.

Prerequisite: Introduction to Windows or equivalent
Duration: One day
Fee: $99

Using the Computer for the Beginner Office Worker - Excel

In this one-half day workshop, the beginning office worker will learn the basics of the electronic spreadsheet. Participants will learn how to create and edit simple spreadsheets, copy, paste, format, and print.

Prerequisite: Introduction to Windows or equivalent knowledge
Duration: One-half day
Fee: $49

Intermediate Excel

This course is designed for users who are comfortable with the commands taught in the introductory course. The session will give additional practice on the function and command topics taught in the introductory course as well as provide practice working with multiple spreadsheets, quick sorts, naming ranges, and drop and drag editing. Separate courses offered for Excel 97 and 2000.

Prerequisite: Experience with commands taught in Introduction to Excel
Duration: One day
Fee: $99

COMPUTER PROGRAMS

Advanced Excel

This course begins with the creation of Excel charts, templates and multiple sheet workbooks, and concludes with the creation of a worksheet that uses several IF functions and the LOOKUP function to access a table.

Prerequisite: Proficiency with topics taught in Intermediate Excel
Duration: One day
Fee: $99

Microsoft Excel (MOUS) Proficient

In this course you will learn all of the skill sets necessary to pass the MOUS Excel Proficient Exam, including the ability to: create workbooks, modify workbooks, print workbooks, format worksheets, create and apply ranges, use functions, use "draw", use charts, and save spreadsheets as HTML. There are separate courses for Excel 97 and Excel 2000.

Prerequisite: Introduction to PCs, Navigating Windows or experience in a Windows environment
Duration: Two days
Fee: $229

Microsoft Excel 97 (MOUS) Expert

In this course you will learn all the skills necessary to pass the MOUS Excel Expert Exam. This includes the ability to: format worksheets, use lists, print workbooks, audit a worksheet, use advanced functionality, use macros, import and export data, use templates, use multiple workbooks, and use workgroup functions.

Prerequisite: Successful passing of the Excel Proficient exam or successful completion of Microsoft Excel (MOUS) Proficient course
Duration: Two days
Fee: $229

Microsoft Excel Macros and Templates

In this four-hour workshop, you will learn how to create and use templates and macros in Excel.

Prerequisite: Introduction to Excel or experience using Excel
Duration: Four hours
Fee: $55

MICROSOFT WORD

Introduction to Word

This course is designed to teach the basics of word processing using the software package's command system. The course will cover: creating a document, editing and revising documents, spell checking and thesaurus, formatting, auto correct, find and replace, and printing. Separate courses offered for Word 97 and 2000.

Prerequisite: Introduction to Windows or equivalent knowledge
Duration: One day
Fee: $99

COMPUTER PROGRAMS

Using the Computer for the Beginner Office Worker - Word

In this one-half day workshop the beginning office worker will learn the basics of word processing. The topics covered include creating, saving, editing, printing, and revising documents.

Prerequisite: Introduction to Windows or equivalent knowledge
Duration: One-half day
Fee: $49

Intermediate Word

This course is designed for users who have mastered the basics of Word for Windows. Intermediate topics include formatting, creating footnotes and endnotes, indents and tabs, and using Wizards and templates. Separate courses offered for Word 97 and 2000.

Prerequisite: Experience with commands taught in Introduction to Word
Duration: One day
Fee: $99

Advanced Word

This course teaches the topics used in word processing. Topics will include creating a table, creating a professional newsletter, and creating a form and a mailing list.

Prerequisite: Experience with commands taught in Intermediate Word
Duration: One day
Fee: $99

Microsoft Word (MOUS) Proficient

Through this hands-on course, you will learn the skills necessary to pass the MOUS Word Proficient Exam, including the ability to: process text, format characters, place and align text, use paragraph formatting and tab setting options, use page numbers, headers, footers and sections, and use styles and templates. You will also learn how to edit text, generate an outline, create documents for use on the Internet, use writing tools, use columns, create tables, manage files, use "draw", and print documents and envelopes. There are separate courses for Word 97 and 2000.

Prerequisite: Experience on a PC in a Windows environment
Duration: Two days
Fee: $229

Microsoft Word 97 (MOUS) Expert

Through this hands-on course, you will learn the skills necessary to pass the MOUS Word Expert Exam, including the ability to: use advanced formatting, page numbers, headers and footers, and footnotes and endnotes. You will also learn how to do workgroup editing, use columns, calculate tabular information, use charts, use forms, apply borders and shading, insert graphics and special characters, use macros, generate a Mail Merge, use Sort, generate reference documents, and manage files.

Prerequisite: Successful passing of the Word Proficient exam or successful completion of Microsoft Word (MOUS) Proficient Course
Duration: Two days
Fee: $229

COMPUTER PROGRAMS

Word Merge

In this half-day workshop you will learn how to perform a basic mail merge by creating a main document, a data table, and a form letter. You will also learn how to merge letters while checking for errors, and how to create envelopes and mailing labels using a merge.

Prerequisite: Introduction to Word or experience using Word
Duration: Four hours
Fee: $55

DATABASE MANAGEMENT PROGRAMS

Introduction to Access

This course is designed to familiarize you with Access. This class will teach you to: create, save and print Access tables, add records, query the database, delete records, and design simple reports, forms and properties. Separate courses offered for Access 97 and 2000.

Prerequisite: Introduction to Windows or equivalent
Duration: One day
Fee: $99

Intermediate Access

This course is designed to build on the Introduction to Access for Windows course. This class will teach you to how to modify tables to control data entry, access design documents, use advanced query techniques, create calculated controls, and design and enhance forms. Separate courses offered for Access 97 and 2000.

Prerequisite: Introduction to Access or equivalent
Duration: One day
Fee: $99

Advanced Access

This intensive two-day course explores database techniques and features that improve your productivity. The emphasis is on practical examples of data analysis and report preparation. Topics will include: expanding your database vocabulary, creating complex reports, screens for custom data entry, programming essentials, programming for custom output, advanced form design, and programming for data entry.

Prerequisite: Intermediate Access or equivalent
Duration: Two days
Fee: $198

Access Application Development

This intensive course provides experienced database users with an opportunity to enhance their programming skills. The emphasis is on sharing practical examples of applications with the class. Topics will include: expert commands and functions, designing and implementing complete applications, advanced programming techniques for effective input and output, solving multi-user database issues, security, Splash Screens, main forms, and integrating databases with other applications and tools.

Prerequisite: Intermediate or Advanced Access or equivalent
Duration: Two days
Fee: $198

COMPUTER PROGRAMS

Microsoft Access 2000 (MOUS) Proficient

In this course you will learn the skills needed to pass the MOUS Access 2000 Proficient exam. Topics include: planning and designing databases, working with Access, building and modifying tables, building and modifying forms, viewing and organizing information, defining relationships, producing reports, integrating with other applications, and using Access Tools.

Prerequisite: Introduction to Access 2000 or equivalent knowledge
Duration: Three days
Fee: $229

Microsoft Access 97 (MOUS) Expert

Through this course you will learn all of the skills necessary to pass the MOUS Access 97 Expert Exam. This includes the ability to: create a database, use forms, modify a database, view information, organize information, locate information, refine the results of a query, analyze data, and create subforms. You will also learn how to build a regional database, integrate information from other applications, utilize web capability, maintain data integrity, build a form for other users, produce reports, and print.

Prerequisite: Proficiency in the topics covered in Introduction to Access
Duration: Four days
Fee: $446

Introduction to Access Tables

This workshop will introduce students to Access tables, the foundation of the Access program. Topics will include designing tables, data types, field properties, and linking tables. Participants are encouraged to bring their own data from work or home.

Prerequisite: Introduction to Access
Duration: Four hours
Fee: $55

Introduction to Access Queries

This workshop will introduce students to the query function of Access. Topics will include filters, simple queries, using sort and criteria, and queries on linked tables. Participants are encouraged to bring their own data from work or home.

Prerequisite: Introduction to Access
Duration: Four hours
Fee: $55

Introduction to Access Forms and Reports

This course will introduce students to the form and report functions of Access. Topics will include data entry forms, using the form and report wizards, list boxes, combo boxes, command buttons, and adding color and images. Participants are encouraged to bring their own data from work or home.

Prerequisite: Knowledge of Access tables and queries
Duration: Four hours
Fee: $55

COMPUTER PROGRAMS

PRESENTATION

Introduction to PowerPoint

This course teaches you how to create and edit presentation slides. You will learn how to: arrange your ideas by using an outlining function, add lines, shapes, and charts to your slides, and produce effective presentations by using templates, masters, color schemes, Word Art, Clip Art, organization charts and graphs. Separate courses offered for PowerPoint 97 and 2000.

Prerequisite: Introduction to Windows or equivalent knowledge
Duration: One day
Fee: $99

PowerPoint for Effective Presentations

This course will build on the Introduction to PowerPoint course. It will cover advanced PowerPoint organizing and formatting skills as well as how to best use a PowerPoint slide show to deliver a presentation. You will also practice building and delivering a PowerPoint presentation.

Prerequisite: Introduction to PowerPoint or equivalent
Duration: One day
Fee: $99

PowerPoint: How to Make Your Boss Look Good

This course will teach you how to create and edit presentation slides that will make you and your boss look great at any seminar. You will learn how to: arrange your ideas by using an outlining function; add lines, shapes, and charts to your slides; and produce effective presentations using templates, color schemes, Word Art, Clip Art, and organizational charts and graphs.

Prerequisite: Introduction to PowerPoint or equivalent
Duration: One day
Fee: $99

Advanced PowerPoint

This is a continuation of the introduction course in PowerPoint. This course includes topics such as the creation of numeric charts (bar, pie, etc.), tables and organization charts, as well as using interactive settings. Interactive settings allow the user to control the flow of the presentation by creating hyper-buttons on the slides.

Prerequisite: Introduction to PowerPoint or equivalent knowledge
Duration: One day
Fee: $99

Microsoft PowerPoint (MOUS) Proficient

Through this course, you will learn the skills necessary to pass the MOUS PowerPoint 2000 Proficient Exam. Topics include: creating a presentation, modifying a presentation, working with text, adding visual elements, customizing a presentation, creating output, delivering a presentation and managing files.

Prerequisite: Introduction to PowerPoint 2000 or equivalent knowledge
Duration: Two days
Fee: $229

COMPUTER PROGRAMS

Microsoft PowerPoint 97 (MOUS) Expert

Through this course, you will learn all the skills necessary to pass the MOUS PowerPoint Expert Exam, including the ability to: create a presentation, add textual information, add visual elements, bring in data from other sources, modify and customize a presentation, prepare for distribution, and deliver presentations.

Prerequisite: Experience using a PC in a Windows environment
Duration: Two days
Fee: $239

DESKTOP PUBLISHING

Introduction to PageMaker for Windows

This course is designed for individuals who will be using software for production of publications. In this course you will learn to create typeset quality publications. The course will cover: menus and tools, creating, importing, and editing text and graphics, constructing master pages, Aldus additions, and designing publications.

Prerequisite: Must have at least 2 months experience using Windows
Duration: Two days
Fee: $198

Introduction to Quark X-Press

Quark X-Press is the de facto standard for publishing and layout. This course will cover business brochures, sheets, fliers, and newsletters. You will learn the basics of typography, layout, graphics import, and printing.

Prerequisite: Must have experience using Windows
Duration: One day
Fee: $120

Intermediate Quark X-Press/Quark X-Press Production Techniques

This course will teach participants the finer points of typography, layout, and Quark design features. It will cover a myriad of production shortcut tips, color and file preparation for various print outputs. You will learn how to 'preflight' Quark files to insure that what is created will be printed right the first time.

Prerequisite: Introduction to Quark or equivalent
Duration: One day
Fee: $120

INFORMATION MANAGEMENT

Outlook

This class will teach the fundamentals of using Outlook 97 to coordinate mail, appointments, events, contact tasks and notes. After this course you will be able to: utilize the Outlook interface, address, create and send messages, create personal mailing lists and recall and store messages, create and edit appointments, and insert events by using the Calendar, create and edit items in the Contacts view, create, edit and assign tasks.

Prerequisite: Introduction to the PC, Introduction to Windows, or equivalent knowledge.
Duration: One day
Fee: $99

COMPUTER PROGRAMS

Microsoft Outlook 1

This workshop will help you learn how to manage your e-mail messages, contacts, appointments, as well as track activities, open and view documents, and share information with others. In this session you will learn how to set up your contacts, and how to send, print, track, recall, find, file, save, and delete your e-mails. You will also learn how to send an attachment with your e-mail, and how to create separate folders to store, sort and group your e-mails. Learn how to customize your messages.

Prerequisite: General knowledge of Microsoft Office
Duration: Four hours
Fee: $55

Microsoft Outlook 2

In this follow-up workshop to Microsoft Outlook 1, you will learn how to keep track of your files, use your task bar to set up a to-do list, and use your calendar to plan meetings. You will also learn how to use your journal to keep track of all your activities, and how to use your notes to remind you of things.

Prerequisite: Microsoft Outlook 1 or general knowledge of Microsoft Office
Duration: Four hours
Fee: $55

PROJECT MANAGEMENT

Introduction to Microsoft Project

This course will teach you the concepts of project management as applied to managing the tasks necessary to complete various projects and managing your own projects. You will learn how to create Gantt and PERT charts, outline the tasks that make up a project and prepare a schedule. You will also review and adjust project costs, resource allocations and calendars, and learn to track the progress of a project, compare it with a baseline schedule, and then review the critical paths.

Prerequisite: Introduction to Windows or equivalent knowledge
Duration: Two days
Fee: $198

INTERNET

Introduction to the Internet

This workshop is designed to provide you with the information they need to navigate effectively through the Internet. This course covers the most popular features of the Internet, such as: the history and overview of the Internet, connecting and accessing the Internet, searching the Web, downloading, and navigating the World Wide Web.

Prerequisite: Introduction to Windows or equivalent knowledge
Duration: One-half day
Fee: $49

COMPUTER PROGRAMS

Conducting Research on the Internet

This course will teach you how to how to conduct research on the Internet. It will discuss the merits of various search engines and how to judge the validity of the information you find. It will also show you how to modify your search to obtain optimal results.

Prerequisite: Knowledge of how to use a PC
Duration: One day
Fee: $99

Using E-mail and the Internet

This course provides instruction in: how to use e-mail, electronic bulletin boards, and electronic forums, how to access the many resources and services available on the Internet, including on-line journals, databases, and a variety of specific information. You will receive step-by-step instruction so you can begin using the information available through the Information Superhighway.

Prerequisite: Experience using a PC
Duration: One day
Fee: $99

Introduction to Web Page Development

This course covers the basics of Web Page development using Hypertext Markup Language (HTML). Topics will include: planning and designing a web page, basic programming skills using HTML, establishing links in a document, adding graphics to a document, publishing web pages, and an overview of on-line services for publishing.

Prerequisite: Introduction to Windows or equivalent knowledge
Duration: One day
Fee: $99

Introduction to MS FrontPage

In this introductory course, you will learn how to develop robust, high impact Web sites and applications with Microsoft's FrontPage! Learn to lay out your site, format content, and add hyperlinks, special effects, and interactive components. You'll discover how to: create a professional-quality Web site or revamp an existing site; add forms, tables, frames, and multimedia to your site; and minimize routine tasks with Wizards, templates, themes, and shared borders. You'll also learn how to: add interactive and animated features to your site using HTML and FrontPage interactive components; and create content formatted just the way you want using FrontPage's WYSIWYG editor. FrontPage makes it easy to create and manage professional-quality Internet or Intranet sites without programming.

Prerequisite: Introduction to the PC and Windows or equivalent knowledge
Duration: Two days
Fee: $229

HTML Authoring

This course covers the following topics: Basic Hypertext Markup Language (HTML) and HTML design techniques, developing a home page on the Web using a web browser for editing and conversion, creating links, linking to external media, manipulating images, working with tables, and using icons.

Prerequisite: Introduction to the Internet or equivalent knowledge
Duration: Two days
Fee: $198

COMPUTER PROGRAMS

TECHNICAL

A+ Technical Computer Training

This course will cover service fundamentals, installation and upgrading, diagnosis, repair, preventive maintenance, interaction with customers and safety. A+ Certified professionals must pass a very comprehensive test to demonstrate their knowledge of every facet of personal computing and customer relations skills. This certification serves as proof that you have both the technical knowledge and customer relations skills to be a microcomputer service technician. An assessment test will be given on the first day of class.

Prerequisite: Knowledge of personal computers
Duration: Five days
Fee: $1300

Introduction to AutoCAD 2000

This is a self-paced, short lecture course. It covers icon and keyboard transformation tools, basic drawing, text, and dimensioning. This course requires no previous computer experience.

Prerequisite: None
Duration: 5 weekly sessions (total of 18 hours)
Fee: $250 (includes text)

XML: An Introduction

In this course, you will learn how to create well-formed and valid XML documents and will be able to explain the difference between HTML, SGML and XML. You will also learn how to display documents in browsers using CSS and XSL, as well as be able to link to files outside of an XML document.

Prerequisites: Knowledge of Internet basics and HTML
Duration: One day
Fee: $250

Introducing XML

In this course the you will learn: the historical context for XML and examples of some of the many ways it is being used today, and an introduction to XML notation and some of the ways it can be applied to documents and data. You will explore the common ways of validating XML and enforcing conformance to a specific vocabulary and grammar. You will also survey the most significant standards and technologies associated with XML. Finally, you will discover the transformation and style technologies which provide a mechanism for presenting XML data, and find out the best methods for accessing and manipulating XML documents from your own custom-developed software applications

Prerequisite: Working knowledge of XML
Duration: Four days (note: class runs from 9:00 – 4:30)
Fee: $1650

Introduction to Oracle SQL

In this course, you will be given an introduction to Oracle and its tool set and learn the basics of database languages. You will also learn how to create a database using Oracle SQL and learn how to manipulate and manage a database using Oracle SQL.

Prerequisite: Experience with relational database helpful
Duration: Three days (note: class runs from 9:00 – 4:30)
Fee: $1200

COMPUTER PROGRAMS

Oracle: PL/SQL

In this course, you will learn the concepts of PL/SQL, develop procedural applications, develop and debug PL/SQL code, and create and manage PL/SQL program units and database triggers.

Prerequisites: Knowledge of any RDBMS and Oracle SQL
Duration: Five days (note: class runs from 9:00 – 4:30)
Fee: $1800

Updating Support Skills from Windows NT 4.0 to Windows 2000

In this course you will lean how to: install Windows 2000 and describe tools used for unattended installations, install, configure and troubleshoot the DNS Server Service, explain the relationship between Active Directory structure and network organization, and upgrade a Windows NT network to Windows 2000. You will also learn how to manage software by using Group Policy, configure and support Routing and Remote Access in Windows 2000, manage file resources in Windows 2000, and implement disaster-protection and disaster recovery techniques in Windows 2000

Prerequisites: Knowledge of Windows NT and experience installing software
Duration: Five days (note: class runs from 9:00 – 4:30)
Fee: $1800

Windows 2000 Network and Operating System Essentials

This course will provide individuals who are new to Microsoft Windows 2000 with the knowledge necessary to understand and identify the tasks involved in supporting Windows 2000 networks. This is an introductory course designed to provide an overview of networking concepts and how they are implemented in Windows 2000.

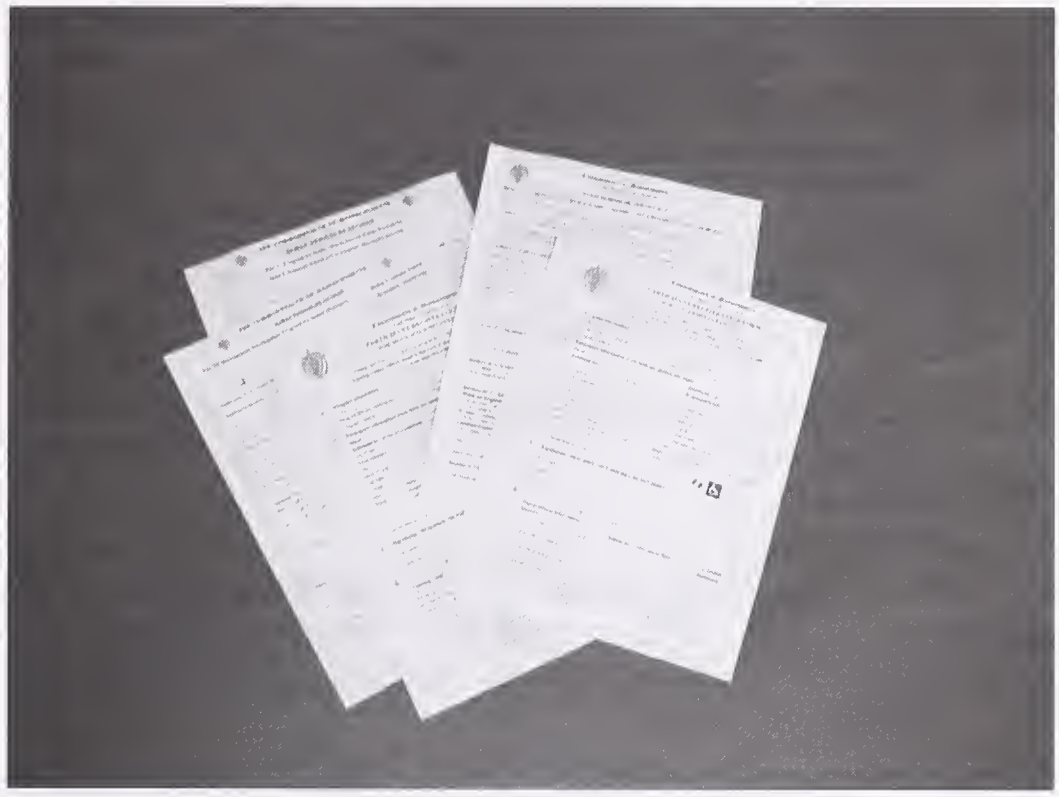
Prerequisites: Proficiency using Windows interface to locate, create, and manipulate folders and files and to configure the desktop environment. General knowledge of computer hardware components, including memory, hard disks and CPUs and general knowledge of networking concepts
Duration: Three days (note: class runs from 9:00 – 4:30)
Fee: $1200

Microsoft Exchange Server 5.5 Concepts and Administration

This course provides Microsoft Exchange Server administrators with the skills required to perform day to day management of an established Exchange Server organization. Topics include: Exchange Server architecture, creating and managing recipients, deploying Microsoft Exchange Server clients, configuring Microsoft Outlook, managing site and server configurations, creating and managing public folders and Exchange Server forms administration.

Prerequisite: Experience supporting Windows NT networks
Duration: Four days (note: class runs from 9:00 – 4:30)
Fee: $1500

FORMS



Commonwealth of Massachusetts
Human Resources Division

TUITION REMISSION CERTIFICATE

INSTRUCTIONS FOR COMPLETING TUITION REMISSION CERTIFICATE FOR STATE EMPLOYEES

- Read the Guidelines for Tuition Remission to determine whether you or your spouse are eligible for this benefit. If this benefit is being requested for your spouse, you must bring proof of marriage to your Human Resources Director for verification and entry of its description on the Certificate. Proof of marriage must be a legal document such as a Marriage Certificate.

- You must be a **full-time** state employee with at least six (6) months of full-time or equivalent service at the time you submit this certificate.

- Tuition Remission **only** applies to State Community Colleges, State Colleges and to the University of Massachusetts (excluding the MD program at the University of Massachusetts Medical School).

- Please fill in the information requested. Certificates are to be completed in ink. Employees complete sections I, II, and III. Section IV is to be filled out by your Agency's authorized Human Resources Director. Section V is to be completed by HRD. Your Employee ID# can be found on your paystub.

- The Human Resources Director verifies the information, signs the Certificate and forwards it to the Human Resources Division.

- The completed and signed Certificate is sent to: Human Resources Division, One Ashburton Place, Room 1002, Boston, MA 02108. **Allow three (3) weeks from date received by HRD for processing**. Check with your Human Resources Director to make sure the Certificate was sent to HRD.

- HRD will return the Certificate to your Human Resources Director, unless you indicate that you want it sent to your home address.

- Submit this Certificate with the tuition bill to the State Community College, State College or University of Massachusetts campus you or your spouse will be attending. Certificates must be submitted when registering for the course or program.

- This Certificate is valid for 120 days from the date of issue. A new Certificate is required for each academic semester.

Commonwealth of Massachusetts
Human Resources Division

TUITION REMISSION CERTIFICATE

Section 1: TO BE FILLED OUT BY STATE EMPLOYEE/EMPLOYEE'S SPOUSE (Only one name per form.)

To: Registrar, _____
(Name of State Community College, State College or University of Massachusetts)

Subject: Certificate of Eligibility for Tuition Remission for (check one):
[ ] State Agency Employee [ ] Spouse of State Agency Employee

The individual named below is an employee in the service of the Commonwealth of Massachusetts or is a spouse of an employee and meets the eligibility requirements for receiving tuition remission benefits for _____ (academic semester and year) at your institution.

Section II: TO BE FILLED OUT BY STATE EMPLOYEE/EMPLOYEE'S SPOUSE (Only one name per form.)

Employee Name: _____ Social Security #: _____

Work Telephone #: _____ Employee ID#: _____

Agency: _____ Date: _____

Agency Address: _____ [ ] Managerial - Level: _____ [ ] Non-Managerial

City:_____Zip: _____ Collective Bargaining Unit: _____
(if none, indicate "no unit")

Home Address: _____ City: _____ Zip:_____

(Fill out if to be used for Spouse of Employee)

Spouse Name: _____ Social Security #: _____

I certify that the above information is true (employee signature): _____

Section III: VOLUNTARY INFORMATION (Of the person using the benefit)
Sex: Male [ ] Female [ ] Disability: Yes [ ] No [ ] Veteran: Yes [ ] No [ ]
Race: Asian/Pacific Islander [ ] Black [ ] Hispanic [ ] Native American [ ] White [ ] Other: _____

Section IV: TO BE FILLED OUT BY HUMAN RESOURCES DIRECTOR
Basis for Eligibility:
1. Employed Full-Time: [ ] Yes [ ] No 2. Agency Code #: _____ Position #: _____
3. Entry date to State Service: _____
4. Date completed 6 months full-time or equivalent service: _____
5. Proof of Marriage: _____ (what shown)

Certified Eligible By:
Authorized Human Resources Director:_____ Date: _____

Title: _____ Phone:_____

Appointing Authority's Signature: _____

Section V: FOR HRD USE ONLY

Date Received:_____ Personnel Administrator: _____ Date: _____

Rev.7/00

NOTES

Commonwealth of Massachusetts
Human Resources Division

PARTICIPANT REGISTRATION FORM
FOR *STATE* EMPLOYEES ONLY

Please use this form to enroll in programs you would like to attend.

Send it to your Department Training Liaison Officer (DTLO) listed in the front of this catalogue. You and your supervisor must sign this form below (#❸).

① **Program Information**

Title:_____

Program #(from catalogue):_____ Session #:_____

Program Date(s): _____ Fee $ _____ Location:_____

② **Participant Information (One form per person per class)**

Name:_____ ***Employee's ID#*** _____

Substitute for: _____ ***Employee's ID#*** _____

(if you are a substitute)

Department: _____ Unit/Bureau: _____

Work Address:_____ Floor:_____

City:_____ MA, Zip Code: _____

Work Phone ( )_____ Fax # ( )_____

Job Title:_____ Job Grade:_____

E-mail: _____ Management Level:_____

Sex: [ ] Male [ ] Female

Race: [ ] Asian/Pacific Islander [ ] Black [ ] Hispanic [ ] Native American

[ ] White [ ] Other: _____

Special Needs (Specify):_____

③ **Signatures: (REQUIRED, OR FORM WILL BE RETURNED)**

Participant:_____

Supervisor:_____

DTLO: _____ Phone: ( ) _____Ext.: _____

④ MUST BE COMPLETED BY FISCAL OFFICER

Fiscal Officer Information:

MMARS: ___ ___ ___ - ___ ___ ___ ___ **Status on Confirmation Report** [ ] **Confirmed**

Dept. Code 3 Alphas Org. Code 4 digits [ ] **Waitlisted**

Fiscal Officer's Name:_____ Phone: ( )_____ Ext._____

Fiscal Officer's Signature:_____

Please send or fax to: Jimmy Dieu, Registrar
Human Resources Division
Training Group
One Ashburton Place, Room 1002
Boston, MA 02108

Contact HRD at:
Tel #: 617-727-3777, ext.582
Fax #: 617-727-4331

Commonwealth of Massachusetts
Human Resources Division

PARTICIPANT REGISTRATION FORM
FOR *MUNICIPAL* EMPLOYEES ONLY

Please use this form to enroll in programs you would like to attend. **Send it to your Training Liaison Officer listed in the front of this catalogue. You and your supervisor must sign this form below (#❸).**

① **Program Information**

Title:_____

Program #(from catalogue):_____ Session #:_____

Program Date(s): _____ Fee $ _____ Location:_____

② **Participant Information (One form per person per class)**

Name:_____

Substitute for: ***(if you are a substitute)*** _____

City/Town: _____ Department:_____

Work Address:_____ Floor:_____

City:_____ MA, Zip Code: _____

Work Phone ( )_____ Fax # ( )_____

Job Title:_____ Job Grade:_____

E-mail: _____ Management Level:_____

Sex: [ ] Male [ ] Female

Race: [ ] Asian/Pacific Islander [ ] Black [ ] Hispanic [ ] Native American

[ ] White [ ] Other: _____

Special Needs (Specify):_____

③ **Signatures: (REQUIRED, OR FORM WILL BE RETURNED)**

Participant:_____

Supervisor:_____

④ MUST BE COMPLETED BY TRAINING LIAISON OFFICER

Training Liaison Officer Information:

Once you receive "confirmation" status for this slot from the HRD Training Group, please provide the following information and return this entire form to the participant with instructions to present the form for admission to class.

Check or P.O. #:_____ **Status on Confirmation Report** [ ] **Confirmed**

[ ] **Waitlisted**

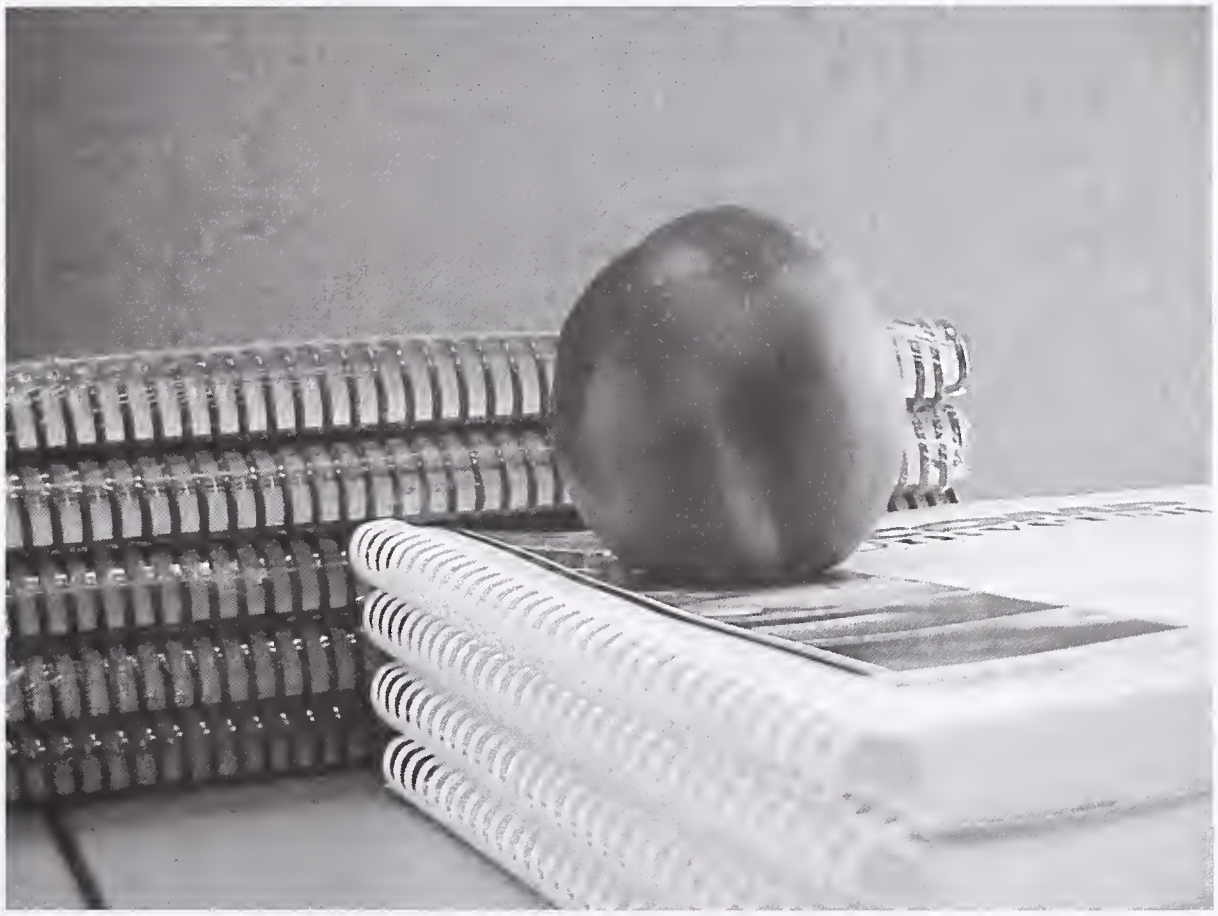
Name: (Printed) _____

DTLO's Signature:_____Phone: ( )_____ Ext._____

Please send or fax to: Jimmy Dieu, Registrar
Human Resources Division
Training Group
One Ashburton Place, Room 1002
Boston, MA 02108

Contact HRD at:
Tel #: 617-727-3777, ext.582
Fax #: 617-727-4331

COURSE SCHEDULES



Please note:

January - June 2001 Schedule will be available in November 2000

BOSTON – ONE ASHBURTON PLACE

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
PROFESSIONAL DEVELOPMENT COURSES								
Advanced Supervisory Practices	11003	1001	$130	9:00 – 4:00				20 – 21
Basic Workplace Spanish	11009	1001	$285	1:15 – 4:15		6, 13, 20, 27	3, 10, 17	
Business/Report Writing	11012	1001	$130	9:00 – 4:00				4 – 5
Conflict of Interest Seminar	11022	1001	None	9:00 – 12:00		16		
Conflict Management	11023	1001	$130	9:00 – 4:00				12 – 13
Core Math Skills (This course will be videoconferenced with Framingham)	11025	1001	$325	9:00 – 12:45	22, 29	6, 13, 20, 27	3, 17	1, 8, 15, 22
Core Writing Skills	11026	1001	$150	9:00 – 4:00		23 – 24		
Creating Results through Influence and Partnering	10006	1001	$735	9:00 – 4:00			28 – 30	
Creativity and Innovation for the New Millennium	11027	1001	$65	9:00 – 4:00		23		
Debt Free Workshop (This course will be videoconferenced with Brockton)	11032	1001	$45	9:00 – 12:00		18		
Debt Free Workshop (This course will be videoconferenced with Haverhill)	11032	1002	$45	1:00 – 4:00			9	
Effective Management Control	11036	1001	None	9:00 – 12:30		25		
Embracing Diversity	11039	1001	$65	9:00 – 4:00		20		
EPRS: "Hands On" for Supervisors and Managers	12001	1001	None	9:00 – 4:00	20			
EPRS: "Hands On" for Supervisors and Managers	12001	1002	None	9:00 – 4:00		18		
EPRS: "Hands On" for Supervisors and Managers	12001	1003	None	9:00 – 4:00			15	
EPRS: "Hands On" for Supervisors and Managers	12001	1004	None	9:00 – 4:00				13
EPRS: "Hands On" for Seasoned Supervisors and Managers	12002	1001	None	9:00 – 12:00	14			
EPRS: "Hand On" for Seasoned Supervisors and Managers	12002	1002	None	9:00 – 12:00		11		
EPRS: "Hands On" for Seasoned Supervisors and Managers	12002	1003	None	9:00 – 12:00			20	
EPRS: "Hands On" for Seasoned Supervisors and Managers	12002	1004	None	9:00 – 12:00				6
Executive Writing	11041	1001	$95	9:00 – 4:00		19		
HRD-Suffolk University: Increasing Your Career Success II – All Three Sessions	10003	1004	$325	9:00 – 12:00				
Session 1: Communicate to Accomplish Your Goals	10003	1001	$125	9:00 – 12:00		5		
Session 2: Motivation Without Money	10003	1002	$125	9:00 – 12:00			2	
Session 3: Understanding and Managing Work and Non-work Pressures	10003	1003	$125	9:00 – 12:00				7
Intermediate Supervisory Practices	11050	1001	$135	9:00 – 4:00				4 – 5

BOSTON – ONE ASHBURTON PLACE

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
COMPUTER PROGRAMS								
Introduction to Excel	20008	1001	$99	9:00 – 4:00		4		
Introduction to Excel	20008	1002	$99	9:00 – 4:00			1	
Introduction to Excel	20008	1003	$99	9:00 – 4:00			29	
Intermediate Excel	20011	1001	$99	9:00 – 4:00		18		
Intermediate Excel	20011	1002	$99	9:00 – 4:00			15	
Intermediate Excel	20011	1003	$99	9:00 – 4:00				19
Advanced Excel	20013	1001	$99	9:00 – 4:00			8	
Advanced Excel	20013	1002	$99	9:00 – 4:00				6
Introduction to Excel 2000	20009	1001	$99	9:00 – 4:00		10		
Introduction to Excel 2000	20009	1002	$99	9:00 – 4:00			22	
Intermediate Excel 2000	20012	1001	$99	9:00 – 4:00		19		
Intermediate Excel 2000	20012	1002	$99	9:00 – 4:00				4
Introduction to Internet	20062	1001	$49	1:00 – 4:00	28			
Introduction to Internet	20062	1002	$49	1:00 – 4:00		20		
Introduction to Internet	20062	1003	$49	1:00 – 4:00			30	
Introduction to PowerPoint	20045	1001	$99	9:00 – 4:00		10		
Introduction to PowerPoint	20045	1002	$99	9:00 – 4:00				13
Introduction to PowerPoint 2000	20046	1001	$99	9:00 – 4:00			14	
Introduction to Word	20019	1001	$99	9:00 – 4:00		3		
Introduction to Word	20019	1002	$99	9:00 – 4:00		31		
Introduction to Word	20019	1003	$99	9:00 – 4:00				1
Intermediate Word	20022	1001	$99	9:00 – 4:00		17		
Intermediate Word	20022	1002	$99	9:00 – 4:00			21	
Intermediate Word	20022	1003	$99	9:00 – 4:00				20
Advanced Word	20024	1001	$99	9:00 – 4:00		25		
Advanced Word	20024	1002	$99	9:00 – 4:00			27	
Advanced Word	20024	1003	$99	9:00 – 4:00				27
Introduction to Word 2000	20020	1001	$99	9:00 – 4:00		23		
Intermediate Word 2000	20023	1001	$99	9:00 – 4:00			3	
Intermediate Word 2000	20023	1002	$99	9:00 – 4:00			20	
MS Office for Beginners	20068	1001	$49	9:00 – 12:00	28			
MS Office for Beginners	20068	1002	$49	1:00 – 4:00		5		
MS Office for Beginners	20068	1003	$49	1:00 – 4:00			9	
MS Office for Beginners	20068	1004	$49	1:00 – 4:00				14
Outlook	20058	1001	$99	9:00 – 4:00		20		
Outlook	20058	1002	$99	9:00 – 4:00			30	
PC for the Very Beginner	20002	1001	$49	9:00 – 12:00		5		
PC for the Very Beginner	20002	1002	$49	9:00 – 12:00			9	
PC for the Very Beginner	20002	1003	$49	9:00 – 12:00				14
HTML Authoring	20067	1001	$198	9:00 – 4:00		26 - 27		
HTML Authoring	20067	1002	$198	9:00 – 4:00				21 - 22
Introduction to Web Page Development	20065	1001	$99	9:00 – 4:00		6		
Introduction to Web Page Development	20065	1002	$99	9:00 – 4:00			17	
Introduction to Web Page Development	20065	1003	$99	9:00 – 4:00				8

BOSTON – ONE ASHBURTON PLACE

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
COMPUTER PROGRAMS								
Introduction to Excel	20008	1001	$99	9:00 – 4:00		4		
Introduction to Excel	20008	1002	$99	9:00 – 4:00			1	
Introduction to Excel	20008	1003	$99	9:00 – 4:00			29	
Intermediate Excel	20011	1001	$99	9:00 – 4:00		18		
Intermediate Excel	20011	1002	$99	9:00 – 4:00			15	
Intermediate Excel	20011	1003	$99	9:00 – 4:00				19
Advanced Excel	20013	1001	$99	9:00 – 4:00			8	
Advanced Excel	20013	1002	$99	9:00 – 4:00				6
Introduction to Excel 2000	20009	1001	$99	9:00 – 4:00		10		
Introduction to Excel 2000	20009	1002	$99	9:00 – 4:00			22	
Intermediate Excel 2000	20012	1001	$99	9:00 – 4:00		19		
Intermediate Excel 2000	20012	1002	$99	9:00 – 4:00				4
Introduction to Internet	20062	1001	$49	1:00 – 4:00	28			
Introduction to Internet	20062	1002	$49	1:00 – 4:00		20		
Introduction to Internet	20062	1003	$49	1:00 – 4:00			30	
Introduction to PowerPoint	20045	1001	$99	9:00 – 4:00		10		
Introduction to PowerPoint	20045	1002	$99	9:00 – 4:00				13
Introduction to PowerPoint 2000	20046	1001	$99	9:00 – 4:00			14	
Introduction to Word	20019	1001	$99	9:00 – 4:00		3		
Introduction to Word	20019	1002	$99	9:00 – 4:00		31		
Introduction to Word	20019	1003	$99	9:00 – 4:00				1
Intermediate Word	20022	1001	$99	9:00 – 4:00		17		
Intermediate Word	20022	1002	$99	9:00 – 4:00			21	
Intermediate Word	20022	1003	$99	9:00 – 4:00				20
Advanced Word	20024	1001	$99	9:00 – 4:00		25		
Advanced Word	20024	1002	$99	9:00 – 4:00			27	
Advanced Word	20024	1003	$99	9:00 – 4:00				27
Introduction to Word 2000	20020	1001	$99	9:00 – 4:00		23		
Intermediate Word 2000	20023	1001	$99	9:00 – 4:00			3	
Intermediate Word 2000	20023	1002	$99	9:00 – 4:00			20	
MS Office for Beginners	20068	1001	$49	9:00 – 12:00	28			
MS Office for Beginners	20068	1002	$49	1:00 – 4:00		5		
MS Office for Beginners	20068	1003	$49	1:00 – 4:00			9	
MS Office for Beginners	20068	1004	$49	1:00 – 4:00				14
Outlook	20058	1001	$49	9:00 – 12:00		20		
Outlook	20058	1002	$49	9:00 – 12:00			30	
PC for the Very Beginner	20002	1001	$49	9:00 – 12:00		5		
PC for the Very Beginner	20002	1002	$49	9:00 – 12:00			9	
PC for the Very Beginner	20002	1003	$49	9:00 – 12:00				14
HTML Authoring	20067	1001	$198	9:00 – 4:00		26 - 27		
HTML Authoring	20067	1002	$198	9:00 – 4:00				21 - 22
Web Page Development	20065	1001	$99	9:00 – 4:00		6		
Web Page Development	20065	1002	$99	9:00 – 4:00			17	
Web Page Development	20065	1003	$99	9:00 – 4:00				8

BOSTON – ONE ASHBURTON PLACE

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
COMPUTER PROGRAMS								
TECHNICAL PROGRAMS								
Introduction to Oracle SQL	21005	1001	$1200	9:00 – 4:30				4 - 6
XML: An Introduction	21004	1001	$250	9:00 – 4:30			10	
MS Exchange Server 5.5 Concepts and Administration	21009	1001	$1500	9:00 – 4:30			6 - 9	
Updating Support Skills from Windows NT 4.0 to Windows 2000	21007	1001	$1800	9:00 – 4:30		16 - 20		
Windows 2000 Network and Operating System Essentials	21008	1001	$1200	9:00 – 4:30			13 - 15	

CAPE COD COMMUNITY COLLEGE – WEST BARNSTABLE

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
PROFESSIONAL DEVELOPMENT COURSES								
American Sign Language I (ASL)	11004	8001	$285	9:00 – 12:00			6, 8, 10, 13, 15, 17, 20, 27, 29	1, 4, 6
Basic Workplace Portuguese	11008	8001	$285	2:00 – 4:00	18, 20, 25, 27	2, 4, 11, 16, 18, 23, 26, 30		
Basic Workplace Spanish	11009	8001	$285	8:30 – 10:00	18, 20, 25, 27	2, 4, 11, 16, 18, 23, 26, 30	1	
Career Planning: Strategies for Success	11014	8001	$65	9:00 – 4:00		5		
Career Planning: Strategies for Success	11014	8002	$65	9:00 – 4:00			3	
Critical Thinking	11028	8001	$65	9:00 – 4:00	21			
Critical Thinking	11028	8002	$65	9:00 – 4:00			9	
Debt Free Workshop	11032	8001	$45	9:00 – 12:00	29			
Debt Free Workshop	11032	8002	$45	9:00 – 12:00		17		
Debt Free Workshop	11032	8003	$45	9:00 – 12:00			14	
EPRS: "Hands On" for Supervisors and Managers	12001	8001	None	9:00 – 4:00	25			
How to Handle Disruptive People	11097	8001	$65	9:00 – 4:00			7	
How to Handle Disruptive People	11097	8002	$65	9:00 – 4:00				11
Myers-Briggs Type Inventory (MBTI)	11062	8001	$50	9:00 – 12:00	26			
Myers-Briggs Type Inventory (MBTI)	11062	8002	$50	9:00 – 12:00		19		
Myers-Briggs Type Inventory (MBTI)	11062	8003	$50	9:00 – 12:00				13
Retirement Planning	11075	8001	$40	9:00 – 12:00		13		
Retirement Planning	11075	8002	$40	9:00 – 12:00			20	
Time Management/Stress Reduction	11088	8001	$65	9:00 – 4:00			16	
Time Management/Stress Reduction	11088	8002	$65	9:00 – 4:00				5
COMPUTER PROGRAMS								
Introduction to Access	20030	8001	$99	9:00 – 4:00	22			
Intermediate Access	20032	8001	$99	9:00 – 4:00	29			
Intermediate Access	20032	8002	$99	9:00 – 4:00				1
Introduction to Excel	20008	8001	$99	9:00 – 4:00		6		
Intermediate Excel	20011	8001	$99	9:00 – 4:00		13		
Intermediate Excel	20011	8002	$99	9:00 – 4:00				8
Outlook	20058	8001	$99	9:00 – 4:00		20		
Introduction to PowerPoint	20046	8001	$99	9:00 – 4:00			3	
Introduction to Word	20019	8001	$99	9:00 – 4:00		27		
Introduction to Web Page Development	20065	8001	$99	9:00 – 4:00			10	
Introduction to Web Page Development	20065	8002	$99	9:00 – 4:00			17	

Professional Development courses will be held in the Library Conference Room. Computer Programs will be held at the Hyannis Center.

HOLYOKE COMMUNITY COLLEGE - HOLYOKE

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
PROFESSIONAL DEVELOPMENT COURSES								
Coaching for Top Performance	11018	6001	$119	9:00 – 4:00	28			
Dealing with Change	11030	6001	$119	9:00 – 4:00				13
Dynamic Communication	11033	6001	$119	9:00 – 4:00		13		
EPRS: "Hands On" for Supervisors and Managers	12001	6001	None	9:00 – 4:00		6		
EPRS: "Hands On" for Supervisors and Managers	12001	6002	None	9:00 – 4:00			7	
EPRS: "Hands On" for Supervisors and Managers	12001	6003	None	9:00 – 4:00				4
Going the Extra Mile with Customer Service	11044	6001	$119	9:00 – 4:00		27		
How to Handle Difficult People	11048	6001	$119	9:00 – 4:00			17	
Managing Time and Having It All	11059	6001	$119	9:00 – 4:00			3	
Pulling in the Same Direction – Teamwork	11068	6001	$119	9:00 – 4:00				8
Speak Easy – Public Speaking	11076	6001	$119	9:00 – 4:00			6	
Working the Room Like a Pro – Presentation Skills	11093	6001	$119	9:00 – 4:00		23		
American Management Association Courses								
ABC's of Management	11001	6001	$249	8:30 – 4:30	20, 27			
Achieving the Competitive Edge with Customer Service	11002	6001	$249	8:30 – 4:30		25	1	
Effective Communication Skills	11034	6001	$249	8:30 – 4:30			13, 20	
Effective Leadership Skills	11035	6001	$249	8:30 – 4:30		2, 16		
Personal Strategies for Managing Stress	11063	6001	$249	8:30 – 4:30				11, 18
Understanding Human Behavior	11090	6001	$249	8:30 – 4:30			29	6
COMPUTER PROGRAMS								
Introduction to Personal Computers (PC)	20003	6001	$99	9:00 – 4:00	12			
Introduction to Personal Computers (PC)	20003	6002	$99	9:00 – 4:00			1	
Navigating Microsoft Windows	20006	6001	$49	9:00 – 12:30	13			
Introduction to MS FrontPage	20066	6001	$229	9:00 – 4:00		31	7	
Using E-mail and the Internet	20064	6001	$99	9:00 – 4:00	14			
Using E-mail and the Internet	20064	6002	$99	9:00 – 4:00			2	
MOUS CERTIFICATION PREP COURSES								
Microsoft Access 97 Expert	20040	6001	$446	9:00 – 4:00	28	5, 12, 19		
Microsoft Access 97 Expert	20040	6002	$446	9:00 – 4:00			8, 15, 22, 29	
Microsoft Excel 97 Proficient	20014	6001	$229	9:00 – 4:00	27	4		
Microsoft Excel 97 Proficient	20014	6002	$229	9:00 – 4:00			9, 16	
Microsoft Excel 97 Expert	20016	6001	$229	9:00 – 4:00		11, 18		
Microsoft Excel 97 Expert	20016	6002	$229	9:00 – 4:00				14, 21

HOLYOKE COMMUNITY COLLEGE - HOLYOKE

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
COMPUTER PROGRAMS								
MOUS CERTIFICATION PREP COURSES								
Microsoft PowerPoint 97 Expert	20053	6001	$239	9:00 – 4:00				13, 20
Microsoft Word 97 Proficient	20025	6001	$229	9:00 – 4:00	26	3		
Microsoft Word 97 Proficient	20025	6002	$229	9:00 – 4:00			21, 28	
Microsoft Word 97 Expert	20027	6001	$229	9:00 – 4:00		10, 17		
Microsoft Word 97 Expert	20027	6002	$229	9:00 – 4:00				12, 19

MASS. BAY COMMUNITY COLLEGE - FRAMINGHAM

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
PROFESSIONAL DEVELOPMENT COURSES								
Core Math Skills (Note: This course will be videoconferenced to Boston)	11025	3001	$325	9:00 – 12:45	22, 29	6, 13, 20, 27	3, 17	1, 8, 15, 22
Core Writing Skills	11026	3001	$130	9:00 – 4:00			20, 27	
Critical Thinking	11028	3001	$65	9:00 – 4:00				1
Customer Focus Certificate Program	10007	3001	$65	9:00 – 4:00			13	
Customer Focus Certificate Program	10007	3002	$65	9:00 – 4:00				15
Effective Performance Appraisal Process	11037	3001	$65	9:00 – 4:00		18		
Effective Performance Appraisal Process	11037	3002	$65	9:00 – 4:00				4
Introduction to Interactive Video Delivery Systems for Conferencing and Instruction	11049	3001	$35	1:00 – 4:00			6	
Introduction to Interactive Video Delivery Systems for Conferencing and Instruction	11049	3002	$35	9:00 – 12:00				12
Language Skills for ESL Employees	11054	3001	$325	9:00 – 12:00		3, 10, 17, 24, 31	7, 14, 21, 28	5, 12, 19
Leadership Skills	11056	3001	$65	9:00 – 4:00		25		
Team Building	11082	3001	$130	9:00 – 4:00		4, 11		
COMPUTER PROGRAMS								
Introduction to Access	20030	3001	$99	9:00 – 4:00			17	
Advanced Access	20035	3001	$99	9:00 – 4:00				6
PowerPoint: How to Make Your Boss Look Good	20048	3001	$99	9:00 – 4:00		16		
PowerPoint: How to Make Your Boss Look Good	20048	3002	$99	9:00 – 4:00			29	
Introduction to Web Page Development	20065	3001	$99	9:00 – 4:00		6		
Introduction to Web Page Development	20065	3002	$99	9:00 – 4:00				11
PC for the Very Beginner	20002	3001	$49	9:00 – 12:00		2		
Using the Computer for the Beginning Office Worker – Excel	20010	3001	$49	9:00 – 12:00			22	
Using the Computer for the Beginning Office Worker – Word	20021	3001	$49	9:00 – 12:00			15	
TECHNICAL PROGRAMS								
A+ Technical Computer Training	21001	3001	$1300	9:00 – 4:00		13, 20, 27	3, 17	
MOUS CERTIFICATION PREP COURSES								
Microsoft Excel 97 Proficient	20014	3001	$229	9:00 – 4:00			1, 8	
Microsoft Word 97 Proficient	20025	3001	$229	9:00 – 4:00		23, 30		

All classes held at the Framingham campus.

MASSASOIT COMMUNITY COLLEGE – BROCKTON

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
PROFESSIONAL DEVELOPMENT COURSES								
American Sign Language (ASL)	11004	2001	$285	3:00 – 5:00		11, 18, 25	1, 8	
Basic CPR	11103	2001	$65	9:00 – 4:00				4
Blueprint Reading	11011	2001	$285	9:00 – 4:00		10, 17		
Business/Report Writing	11012	2001	$130	9:00 – 4:00		12, 19		
Conflict Management	11023	2001	$65	9:00 – 4:00			20	
Debt Free Workshop (This course will be videoconferenced with Boston)	11032	2001	$45	9:00 – 12:00		18		
Effective Communication Skills	11034	2001	$65	9:00 – 4:00		4		
EPRS: "Hands On" for Supervisors and Managers	12001	2001	None	9:00 – 4:00		24		
EPRS: "Hands On" for Supervisors and Managers	12001	2002	None	9:00 – 4:00			30	
Embracing Diversity	11039	2001	$65	9:00 – 4:00				6
Executive Writing	11041	2001	$95	9:00 – 4:00				7, 14
Grant Writing	11045	2001	$175	9:00 – 4:00			6, 13	
Resume Writing	11074	2001	$45	9:00 – 1:00			15	
Team Building	11082	2001	$130	9:00 – 4:00			9, 16	
Time Management/Stress Reduction	11088	2001	$65	9:00 – 4:00		26		
Techniques of Teaching Adults	11085	2001	$195	9:00 – 4:00			14, 21, 28	
Treating the Citizen as a Customer	11089	2001	$65	9:00 – 4:00				12
COMPUTER PROGRAMS								
Introduction to Windows	20004	2001	$49	9:00 – 12:00		2		
Introduction to Access	20030	2001	$99	9:00 – 4:00			2	
Introduction to Access	20030	2002	$99	9:00 – 4:00				5
Introduction to Excel	20008	2001	$99	9:00 – 4:00		5		
Introduction to Excel	20008	2002	$99	9:00 – 4:00			7	
Introduction to PowerPoint	20045	2001	$99	9:00 – 4:00		16		
Introduction to PowerPoint	20045	2002	$99	9:00 – 4:00			17	
Introduction to Word	20019	2001	$99	9:00 – 4:00		11		
Introduction to Word	20019	2002	$99	9:00 – 4:00			10	
Introduction to AutoCAD 2000	21002	2001	$250	2:00 – 5:00		25, 27	1, 3, 8, 10	

All Brockton classes conducted at the Massasoit Conference Center, Crescent Street, Route 27, Brockton.

MASSASOIT COMMUNITY COLLEGE - CANTON

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
PROFESSIONAL DEVELOPMENT COURSES								
Command Spanish® for Corrections Officers	11020	2501	$325	9:00 – 4:00		16, 23. 30	6	
Command Spanish® for Supervisors and Managers	11021	2501	$130	9:00 – 1:00			2, 9	
Command Spanish® for Supervisors and Managers	11021	2502	$130	9:00 – 1:00				8, 15
Core Math Skills	11025	2501	$325	1:00 – 4:00			13, 15, 20, 22, 27, 29	
EPRS: "Hands On" for Supervisors and Managers	12001	2501	None	9:00 - 4:00				11
Language Skills for ESL Employees	11054	2501	$325	9:00 – 12:00		3, 6, 10, 13, 17, 20, 24, 27, 31	3, 7, 10	
Reading/Writing in the Workplace	11070	2501	$275	9:00 – 1:00			13, 15, 20, 22, 27, 29	
COMPUTER PROGRAMS								
Introduction to the Internet	20062	2501	$49	1:00 – 4:00			21	
Intermediate Excel	20011	2501	$99	9:00 – 4:00			17	
Outlook	20058	2501	$49	9:00 - 12:00			21	
Advanced PowerPoint	20049	2501	$99	9:00 – 4:00				1
Intermediate Word	20022	2501	$99	9:00 – 4:00		18		
Intermediate Word	20022	2502	$99	9:00 – 4:00				5
MOUS CERTIFICATION PREP COURSES								
Microsoft Excel 97 Proficient	20014	2501	$229	9:00 – 4:00		30	6	
Microsoft PowerPoint 97 Proficient	20051	2501	$229	9:00 – 4:00				6, 13
Microsoft Word 97 Proficient	20038	2501	$229	9:00 – 4:00		27	3	

All Canton courses held at the Massasoit Professional Development Center, 900 Randolph St., Canton

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
PROFESSIONAL DEVELOPMENT COURSES								
Challenge of Alzheimer's	11015	4001	$65	9:00 – 4:00		3		
Changing Workplace	11100	4001	$65	9:00 – 4:00		26		
Coaching: Bringing out the Best in Others	11019	4001	$40	9:00 – 1:00		19		
Communication Skills for Customer Service	11101	4001	$65	9:00 – 4:00				19
Critical Thinking	11028	4001	$65	9:00 – 4:00		17		
Critical Thinking	11028	4002	$65	9:00 – 4:00			16	
Customer Relations	11029	4001	$65	9:00 – 4:00		31		
Debt Free Workshop	11032	4001	$45	9:00 – 1:00		24		
Emotional Intelligence	11102	4001	$130	9:00 – 4:00				5, 12
EPRS: "Hands On" for Supervisors and Managers	12001	4001	None	9:00 – 4:00		3		
EPRS: "Hands On" for Supervisors and Managers	12001	4002	None	9:00 – 4:00			6	
EPRS: "Hands On" for Supervisors and Managers	12001	4003	None	9:00 – 4:00				5
Event Planning	11040	4001	$50	9:00 – 1:00		10		
Grant Writing (One Day)	11098	4001	$65	9:00 – 4:00				14
How to Handle Difficult People	11048	4001	$119	9:00 – 4:00			9	
Leadership Skills	11056	4001	$65	9:00 – 4:00			2	
Managing Your Priorities	11060	4001	$65	9:00 – 4:00				8
Resume Writing	11074	4001	$65	9:00 – 4:00			21	
Time Management (Two Days)	11099	4001	$130	9:00 – 4:00			7, 14	
Understanding Human Behavior	11090	4001	$199	9:00 – 4:00		5, 12		
Violence Awareness and Prevention	11091	4001	$65	9:00 – 4:00			30	
COMPUTER PROGRAMS								
Introduction to Windows 2000	20005	4001	$99	9:00 – 4:00		11		
Access 2000	20069	4001	$198	9:00 – 4:00				6, 18
Introduction to Access Forms & Reports	20044	4001	$65	9:00 – 1:00			13	
Introduction to Access Tables	20042	4001	$65	9:00 – 1:00		23		
Introduction to Access Queries	20043	4001	$65	9:00 - 1:00			8	
Intermediate Access	20032	4001	$99	9:00 – 4:00			27	
Advanced Access (One Day)	20034	4001	$99	9:00 – 4:00			1	
Advanced Access (One Day)	20034	4002	$99	9:00 – 4:00				13
Introduction to Excel	20008	4001	$99	9:00 – 4:00		4		
Introduction to Excel	20008	4002	$99	9:00 – 4:00			22	
Excel Macros and Templates	20018	4001	$65	9:00 – 1:00			13	
Advanced Excel	20013	4001	$99	9:00 – 4:00		18		
Conducting Research on the Internet	20063	4001	$99	9:00 – 4:00			6	
Introduction to Linux	20007	4001	$99	9:00 – 4:00		16		
Introduction to Linux	20007	4002	$99	9:00 – 4:00			29	
Introduction to PowerPoint	20045	4001	$99	9:00 – 4:00		13		
Advanced PowerPoint	20049	4001	$99	9:00 – 4:00		27		

MT. WACHUSETT COMMUNITY COLLEGE - GARDNER

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
COMPUTER PROGRAMS								
PowerPoint: How to Make Your Boss Look Good	20048	4001	$99	9:00 – 4:00		30		
PowerPoint: How to Make Your Boss Look Good	20048	4002	$99	9:00 – 4:00				15
Outlook	20058	4001	$99	9:00 – 4:00		6		
Outlook	20058	4002	$99	9:00 – 4:00				1
Introduction to Quark X-Press	20056	4001	$99	9:00 – 4:00		25		
Intermediate Quark X-Press/Quark X-Press Production Techniques	20057	4001	$99	9:00 – 4:00			15	
Introduction to Web Page Development	20065	4001	$99	9:00 – 4:00		20		
Introduction to Web Page Development	20065	4002	$99	9:00 – 4:00				4
Word Merge	20029	4001	$55	9:00 – 1:00			17	
Advanced Word	20024	4001	$99	9:00 – 4:00				11

NORTHERN ESSEX COMMUNITY COLLEGE – HAVERHILL

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
PROFESSIONAL DEVELOPMENT COURSES								
Basic Workplace Spanish, Level I	11009	7001	$285	9:00 – 12:00		3, 10, 17, 24, 31	7, 14	
Basic Workplace Spanish, Level II	11010	7001	$285	9:00 – 12:00			21, 28	5, 12, 19, 26, Jan 2
Core Math Skills	11025	7001	$325	8:00 – 12:00		6, 13, 20, 27	3, 17	1, 8, 15, 22
Customer Focus Certificate Program	10007	7001	$145	9:00 – 4:00		19, 26		
Debt Free Workshop (This course will be videoconferenced to Boston)	11032	7001	$45	1:00 – 4:00			9	
Effective Presentation Skills	11038	7001	$65	9:00 – 4:00		11		
EPRS: "Hands On" for Supervisors and Managers	12001	7001	None	9:00 – 4:00	12			
EPRS: "Hands On" for Supervisors and Managers	12001	7002	None	9:00 – 4:00		18		
EPRS: "Hands On" for Supervisors and Managers	12001	7003	None	9:00 – 4:00			16	
EPRS: "Hands On" for Supervisors and Managers	12001	7004	None	9:00 – 4:00				5
Interpersonal Communication Skills	11052	7001	$65	9:00 – 4:00			29	
Language Skills for ESL Employees	11054	7001	$325	1:00 – 4:00		2, 10, 16, 23, 30	6, 13, 20, 27	4, 11, 18
Learning How to Increase Your Self-Esteem	11057	7001	$65	9:00 – 4:00			15	
Making Meetings Work	11058	7001	$65	9:00 – 4:00		5		
Resolving Conflicts/Building Consensus	11073	7001	$65	9:00 – 4:00				7
Three Rs for Managers and Supervisors: Recognizing, Rewarding and Retaining Your Valuable Employees	11086	7001	$65	8:00 – 12:00		4		
Time Management for Maximum Return	11087	7001	$65	9:00 – 4:00			8	
COMPUTER PROGRAMS								
Basic Computer Skills	20001	7001	$99	9:00 – 4:00			16	
Introduction to Access	20030	7001	$99	9:00 – 4:00			14	
Intermediate Access	20032	7001	$99	9:00 – 4:00			21	
Advanced Access	20035	7001	$198	9:00 – 4:00				5, 6
Introduction to Excel	20008	7001	$99	9:00 – 4:00		12		
Intermediate Excel	20011	7001	$99	9:00 – 4:00		26		
Advanced Excel	20013	7001	$99	9:00 – 4:00			2	
Microsoft Outlook 1	20059	7001	$49	9:00 – 1:00		25		
Microsoft Outlook 2	20060	7001	$49	9:00 – 1:00			1	
Introduction to PowerPoint	20045	7001	$99	9:00 – 4:00				7
PowerPoint for Effective Presentations	20047	7001	$99	9:00 – 4:00				14

All Professional Development courses will be held in Bldg. B, Room 106. All Computer courses will be held in Bldg. E, Room 160.

QUINSIGAMOND COMMUNITY COLLEGE – WORCESTER

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
PROFESSIONAL DEVELOPMENT COURSES								
American Sign Language I (ASL)	11004	5001	$285	2:00 – 4:00	25	2, 16, 23, 30	6, 13, 20, 27	4, 11, 18
Basic Workplace Spanish	11010	5001	$285	2:00 – 4:00		4, 11, 18, 25	1, 8, 15, 22, 29	6
Blueprint Reading	11011	5001	$285	9:00 – 4:00				7, 14
Business/Report Writing	11012	5001	$130	9:00 – 4:00			3, 10	
Challenge of Alzheimer's	11015	5001	$65	8:30 – 4:00		13		
CNA Safety: How to Deal with Nursing Home Resident Aggression	11017	5001	$40	9:00 – 12:00			3	
Clarifying Customer Expectations	11016	5001	$89	9:00 – 1:00	29			
Coaching: Bringing Out the Best in Others	11019	5001	$40	9:00 – 1:00			9	
Confronting Issues with Your Managers and Peers	11024	5001	$60	9:00 – 1:00			28	
Dealing with Emotional Behavior	11031	5001	$60	9:00 – 1:00			7	
EPRS: "Hands On" for Supervisors and Managers	12001	5001	None	9:00 – 4:00	22			
EPRS: "Hands On" for Supervisors and Managers	12001	5002	None	9:00 – 4:00		20		
EPRS: "Hands On" for Supervisors and Managers	12001	5003	None	9:00 – 4:00			17	
EPRS: "Hands On" for Supervisors and Managers	12001	5004	None	9:00 – 4:00				15
Executive Writing	11041	5001	$95	9:00 – 4:00		5		
Giving and Receiving Constructive Feedback	11043	5001	$70	9:00 – 1:00		10		
Grant Writing	11045	5001	$175	9:00 – 4:00				8, 15
How to Conduct a Needs Analysis	11046	5001	$65	9:00 – 4:00		3		
Debt-Free Workshop	11032	5001	$45	1:00 – 4:00		6		
Debt-Free Workshop	11032	5002	$45	9:00 – 12:00			14	
Multiple Learning Styles	11061	5001	$65	9:00 – 4:00				1
Myers-Briggs Type Inventory (MBTI)	11062	5001	$50	1:00 – 4:00		31		
Myers-Briggs Type Inventory (MBTI)	11062	5002	$50	9:00 – 12:00			21	
Prevention & Management of Aggressive Behavior in Nursing Home Residents: Primer Program	11065	5001	$40	9:00 – 12:00			17	
Quality: Through the Eyes of the Customer	11069	5001	$89	9:00 – 1:00	22			
Resolving Customer Dissatisfaction	11072	5001	$89	9:00 – 1:00		6		
Successfully Managing Irate Callers with Lasting Effects (SMILE)	11080	5001	$75	9:00 – 12:00		31		
Supervising the Marginal Employee	11081	5001	$65	9:00 – 4:00		20		
Techniques of Teaching Adults	11085	5001	$195	9:00 – 4:00		12, 19, 26		
Work Organization	11092	5001	$65	9:00 – 4:00		27		

QUINSIGAMOND COMMUNITY COLLEGE – WORCESTER

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
COMPUTER PROGRAMS								
Introduction to Personal Computers	20003	5001	$49	9:00 – 1:00		6, 13		
Introduction to Windows	20004	5001	$99	9:00 – 4:00		10		
Introduction to Access 2000	20031	5001	$99	9:00 – 4:00		26		
Introduction to Excel 2000	20009	5001	$99	9:00 – 4:00		17		
Introduction to PowerPoint 2000	20046	5001	$99	9:00 – 4:00		24		
Introduction to Word 2000	20028	5001	$99	9:00 – 4:00		18		
MOUS CERTIFICATION PREP COURSES								
Microsoft Access 2000 Proficient	20039	5001	$229	9:00 – 3:00			16, 30	7
Microsoft Excel 2000 Proficient	20015	5001	$229	9:00 – 3:00			14, 21, 28	
Microsoft PowerPoint 2000 Proficient	20051	5001	$229	9:00 – 4:00			13, 20	
Microsoft Word 2000 Proficient	20026	5001	$229	9:00 – 3:00			8, 15, 22	

All courses take place in the Suprenant Building: Professional Development course in Room 007S, Computer Programs in Room 003S.

NORTH SHORE COMMUNITY COLLEGE – BEVERLY

COURSE NAME	COURSE #	SESSION #	FEE	TIME	SEPT	OCT	NOV	DEC
PROFESSIONAL DEVELOPMENT COURSES								
Basic Principles for a Collaborative Workplace/The Leader in Each of Us	11007	9001	$145	9:00 – 4:00		3		
Express Yourself: Presenting Your Thoughts and Ideas/Proactive Listening	11042	9001	$145	9:00 – 4:00		17		
Personal Strategies for navigating Change/Influencing for Win-Win Outcomes	11064	9001	$145	9:00 - 4:00		31		

All courses are conducted at the Institute of Corporate Training and Technology, Cummings Center, 181 Elliott Street, Beverly in Section 100E, suite 121E.

DIRECTIONS:
From Boston: Take Route 95 North to Route 128 North exit towards Gloucester. Take the Route 62 exit towards Beverly, and turn right onto Elliott Street.

From North of Boston: Take Route 95 or Route 93 South to Route 128 North exit towards Gloucester. Take the Route 62 exit towards Beverly, and turn right onto Elliott Street.

THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE FOR ADMINISTRATION AND FINANCE
HUMAN RESOURCES DIVISION
ONE ASHBURTON PLACE, BOSTON, MA 02108

ARGEO PAUL CELLUCCI
Governor

JANE SWIFT
Lieutenant Governor

STEPHEN P. CROSBY
Secretary

JAMES J. HARTNETT, JR.
Personnel Administrator

Message from the Personnel Administrator

As we enter the 21st century, we are faced with the challenge of providing the highest quality of service to the Commonwealth's citizens in a competitive job market. In a climate of high technology and growing cultural diversification within state government and throughout the Commonwealth, it is crucial that staff in every area of public service have access to the knowledge and skills to meet these challenges. I urge all staff to take advantage of these excellent training and development programs as we continue to work with your agencies and municipalities to make quality training and development programs accessible to all employees.

Thank you for taking the time to review the services and programs offered in the FY 2001 Human Resources Division's Training Course Catalogue. We will continue to work with your agencies and municipalities to make practical and helpful training programs accessible to all employees. I encourage you to let me know your assessment of HRD's training offerings, and to share any suggestions for future training programs.

James J. Hartnett, Jr.
Personnel Administrator

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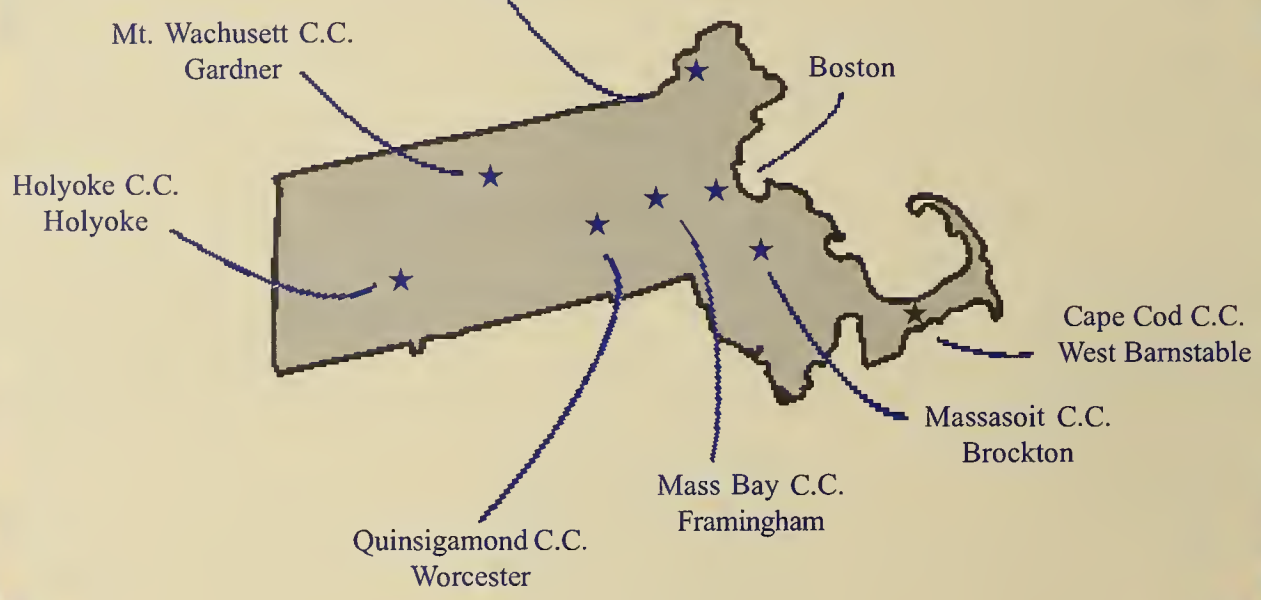

Commonwealth of Massachusetts
Human Resources Division
Training Group
One Ashburton Place, Room 1002
Boston, MA 02108

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